



Survey

Firms

ESCWA

Part A. General Information

Company Name:

Company location:

Company headquarter location:

Job title of the respondent:

1. What is the main sector of activity of the business?

- Agriculture, Forestry, Fishing and Hunting
- Mining and natural resources
- Agri-food processing
- Non-food manufacturing
- Retail and wholesale
- Travel and transport
- Transportation and Warehousing
- Accommodation and food services
- Information technology
- Arts, Entertainment, and Recreation
- Real Estate, Rental and Leasing
- Other Services , please specify

2. What is the gender of the top manager of the business?

- Male Female Don't know

3. What is the age of the top manager of the business?

- Less than 35 years 35 years of age and older Don't know

4. Is this establishment currently registered with or licensed by a national authority?

- Yes, registered business
- No, unregistered business
- Do not know

5. What is this firm's current legal status?

- Shareholding company with shares trade in the stock market
- Shareholding company with non-traded shares or shares traded privately
- Sole proprietorship
- Partnership
- Limited partnership
- OTHER (Please specify):

6. How many full-time workers does this establishment have? Please include all workers and managers.

- Less than 10 employees 10 to 49 employees 50 to 249 employees more than 250 employees

7. How much was your annual turnover for 2019 (in USD or USD equivalent) or for the latest available year?

- Less than 1 million USD 1 to 5 million USD 5 to 10 million USD more than 10 million USD

8. Do you export currently?

- Yes No

9. How can you place your establishment with regard to export activity?

- Occasional exporter
- Regular exporter
- Non-exporter with export plans
- Non-exporter without export plans

10. If you are occasional or regular exporter, please complete these questions:

10.1. How long have you been exporting?

Less than 3 years 4 to 6 years 7 to 10 years more than 10 year

10.2. Roughly, what proportion of your business is exported?

Up to 20%
20% to 40%
40% to 60%
60% to 80%
80% to 100%

10.3. In general, would you say that your export turnover is in:

Increase Decrease Stable

10.4. What are the top 3 countries to which you export?

1st country: 2nd country: 3rd country:

10.5. What are the countries in which you plan to develop your markets? (maximum 3):

1st country: 2nd country: 3rd country:

11. If you are non-exporter with export plans, please answer the following questions:

11.1. Which country(ies) do you want to target? (maximum 3).

1st country: 2nd country: 3rd country:

11.2. Roughly what proportion of your business do you plan to export?

Up to 5%
5% to 10%
10% to 15%
15% to 20%
More than 20%

12. If you are non-exporter without export plans, please answer the following questions:

12.1. What do you consider the main barriers to export your goods and/or services?

- I don't have goods and/or services that are exportable
- Don't know much about it and not sure where to start
- I'd worry too much about getting paid
- Regulatory barriers/complexity
- Can't get financing to offer foreign customers
- It would take too much time away from my regular, domestic sales
- Too costly
- Obtaining visas and work permits
- Unfair Trade Practices
- Other (please specify):

Part B. Obstacles to Export

The purpose of this section is to determine the most frequent obstacles that you encounter in your export efforts. If you are not an exporter, respond to what appears to you to be the most significant obstacles.

13. From the following elements, what cause you the most difficulties when you export?

| | Not at all difficult | Somewhat difficult | Difficult | Very difficult | Not applicable |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Lack of internal resources or capacity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of management know-how | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Access to financing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shipping costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identifying foreign customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Obtaining knowledge on markets of interest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identifying foreign partners/suppliers/distributors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Uncertainty of foreign or international standards | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Receiving payment from foreign customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local legal or administrative obstacles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Foreign legal or administrative obstacles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Capacity or reliability of transportation infrastructures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) | | | | | |

14. Would you be interested in selling more merchandise or services to a foreign customer in the future, if some of your concerns (difficulties) could be addressed?

Yes No Don't know

Part B - Search for debt financing

Debt financing refers to the amounts you borrow that are repayable over an agreed period. Excluded: bank overdrafts or lines of credit, leases, privileged debts, loans subsidized and subordinated debt

15. During the last three years, did you seek to finance your business by way of loans?

Yes No Don't know

16. If you answered yes to question 15, please answer the following questions:

16.1. How would you rate your attempt (s) to obtain debt financing for each from the following sources?

"Partially successful" refers to a situation where the funding has not been fully satisfied, at the level of amount requested or at the level of desired conditions.

| | Successful | Partially successful | Unsuccessful | Not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| The owner (s) / manager (s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other employee (s) of the company | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Family, friend (s) or other person (s) external to the company | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other company (s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| National Credit and Investment Company (NCIC) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Credit institution (s) (other than NCIC) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other source of borrowings (please specify) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16.2. If you obtained debt financing during the last three years, was collateral required? The collateral refers to a facility that covers the risk of default.

Yes No Don't know

16.2.1. If you answered yes to question 16.2., who vouched for?

- Owner (s) / Company manager (s)
- Family, friend (s) or other person (s) outside the company
- Other company (s)

- Mutual guarantee company (s) (e.g. cooperatives)
- Diet(s) granted (s) public guarantee, fully or partially by the government
- Other guarantor (s), please specify

16.3. If your attempts to obtain debt financing turned out to be partially successful or unsuccessful, during the last three years, what were the reasons?

Please tick all appropriate boxes

The credit institution's opinion was that your business had

- A low rating or financial assessment
- Insufficient capital
- Insufficient guarantees
- Insufficient or risky potential of the company or project
- Already too many loans taken out or too much debt
- A non-existent borrowing history
- A poor borrowing history
- No reason given
- Other reason (s)

Please specify other possible reasons separately: _____

Your company decided that:

- The interest rates offered were too high
- The terms of the loan (other than interest rates) were unacceptable (e.g. maturity, loan agreements, etc.)
- Other reason (s)

Please specify other possible reasons separately: _____

Part C - Export assistance

17. In the past three years, have you attended any training, workshops or other export activities?

- Yes
- No why?
- Lack of time
 - Too expensive
 - Content not targeted to my needs
 - Other, please specify:

18. If you answered yes to question 17, would you say that these activities were useful to you in achieving your export objectives and to what degree?

- Very useful Useful Useless

19. In the past three years, have you used any consulting services (consultant, trade commissioner, export promotion agency, etc.) for your export activities?

- Yes
- No why?
- Too expensive
 - Don't know what services are available
 - Lack of specialization of the services offered
 - Other, please specify:

20. If you answered yes to question 19, would you say that these services were useful to you in achieving your export objectives and to what degree?

Very useful

Useful

Useless

21. In your opinion, which services would be the most useful to support you in your export steps?

| | Very useful | Useful | Useless | Not Applicable |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Awareness workshops | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Training sessions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Specific mandate (market study, export plan, fundraising, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Personalized support / Coaching | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Networking activities between exporters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organization / hosting of trade missions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (s) to be specified: | | | | |

Part D - Export Finance (for occasional or regular exporter only)

22. Which of the following methods of payment do you accept from foreign customers and how often? (Check all that apply)

| | Very often | Often | Sometimes | Rarely |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Ship on receipt of full payment in advance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ship on 30 day open account | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ship under a bank issued letter of credit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I provide extended payment terms to my foreign customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I provide payment terms to my customer with acceptable (to my bank) payment enhancements in place | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I sell my foreign receivables to a factoring entity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My bank will advance funds to me upon shipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other to specify: | | | | |

23. How important is it for your company to have access to export financing?

Extremely Very Somewhat Not at all

24. Which of the following payment enhancement options do you use? (Check all that apply)

- Export-Import Bank products
- Private credit insurance
- Public export guarantee program
- I do not utilize payment enhancement options
- Other, please specify :

25. From which of the following sources have you secured financing for your exporting operations? (Check all that apply)

- Traditional, large bank
- Small, community bank
- Export-Import Bank
- Venture capital funds
- Angel investors
- Crowdfunding
- Other to specify:

26. How has the availability of credit from your trade banks changed in the past 3 years?

Increased No change Decreased

27. How has the cost of credit from your trade banks changed in the past 3 years?

- Increased No change Decreased

Part E – Covid-19 effects

28. How have your business operations been affected by the coronavirus (COVID-19) pandemic?

- Not affected
 Slightly affected
 Moderately affected
 Strongly affected

29. Do you think there is a risk that your business will permanently shut down because of this crisis, and if so, when could this closure occur?

- 1 month or less
 3 months
 6 months or more
 Business closure not envisaged

30. Has the coronavirus (COVID-19) pandemic affected the ability to purchase inputs for your enterprise and/or sell outputs? (multi-select)

- Difficulty accessing inputs domestically
 Difficulty importing inputs from abroad
 Lower domestic sales to consumers
 Business closure not envisaged
 Lower domestic sales to businesses
 Increased domestic sales
 Difficulty exporting
 Improved exporting
 Don't know

31. Have you adopted any of the following strategies to cope with the crisis? (multi-select)

- Temporarily reduced employment
 Laid off employees
 Loaned employees to other enterprises
 Teleworking
 Rescheduling of bank loans
 Online sales
 Customized / new products
 Filed for bankruptcy
 Other, please specify:
 Don't know

32. Please select the top three government measures that would be most helpful as you cope with the COVID crisis.

- Temporary unemployment programs or social security waivers
 Financial programs, such as low interest credit line or credit guarantees
 Tax waivers or temporary tax breaks
 Reduction of tariffs on imported inputs
 Rent subsidies
 Cash transfers
 Support to self-employed
 Other services, please specify: