



FINDINGS REPORT
BUSINESS SURVEY ON
TRADE AND LABOUR MARKET IMPACTS
OF COVID – 19
ON SRI LANKAN EXPORTERS- AN UPDATE

The Ceylon Chamber of Commerce and USAID PARTNER
September 2020



DISCLAIMER

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INTRODUCTION

The COVID-19 pandemic has disrupted the global and local economic trajectory. As Sri Lanka's economy seeks to emerge stronger out of this pandemic, an emphasis will need to be placed on supporting exports, which demonstrated an initial recovery in the June-August 2020 period. In this light and with the reopening of the economy post May, it is important to understand the firm level perspective from exporters on how they are now confronting and overcoming the challenges posed by COVID-19 and their perspective on the future direction of exports, labour and the economy. This report is the second in an assessment of the impact of COVID-19 on Sri Lankan Exporters conducted by the Ceylon Chamber of Commerce in collaboration with the USAID/PARTNER (Partnership for Accelerating Results in Trade, National Expenditure and Revenue) Activity.

The survey also provides a timely comparison with the results of the first survey conducted in May 2020 which captured firm responses during the lockdown period. The survey results would aid policymakers in better understanding the export recovery and identify gaps to provide policy support for exporters as well as aid the private sector to put forward proposals. The report is structured as follows: the survey methodology will be explained first, followed by the key insights from the survey, the next section of the report will present the findings from the survey. The findings will include the general respondent details, changes in export business due to COVID-19, changes in employment, business facilitation measures by the Government during the lockdown period, and business and economic outlook.

SURVEY METHODOLOGY

The survey maintained its sampling strategy of receiving a minimum of 100 responses with a response rate of a minimum of 25% from SMEs and 10% from women-owned or led firms. The same survey population as the last survey was utilized in order to maintain consistency of the survey sample and to be able to assess the changes in perspective since the last survey.

A detailed survey questionnaire (Annexure I) with 68 questions was formulated in conducting the assessment. A majority of the questions were similar to the last survey while some were modified to better reflect the developments since the last survey. The questionnaire also had new questions to explore opportunities and find out challenges faced by exporters in their recovery from the impact of COVID-19. Prior to the launch of the survey, a series of pilots were run with selected exporters to ensure that the questionnaire was user-friendly and would meet the objectives of the survey. Feedback received from the exporters were utilized to improve the survey instrument further.

The survey was conducted for 3 weeks from 13th August to 3rd September 2020 utilizing the same online survey tool *Typeform* in order to maintain consistency and familiarity of the tool with the respondents. The survey received a total of 104 responses compared to 115 responses in the previous survey. The reason for the slight decline in the number of respondents could be that respondents would have had less time compared to the May survey when the country was in a lockdown situation.

The survey respondents consisted of 54 SME firms¹, 50 Large firms and 17 Female led / owned firms. The SME representation in this survey had improved to 52% from the 42% recorded in the last survey. The survey had better representation from female led / owned firms (17 in current survey) compared to the last survey (10 in the last survey). Out of the 104 participants, 51 of the participants had taken part in the previous survey as well. The analysis in the report will highlight where significant/relevant changes in perception/views of the survey respondents that have had answered both surveys.

The survey had 84% responses from senior-level managers (compared to 81% in previous survey) and 87% of firms engaged in the export of goods (compared to 93% in the previous

¹ For the survey analysis, firms are categorized as large or SME, based on the number of employees: firms with less than 200 employees being categorized as SME and a firm with 200 or more employees being categorized as a large firm.

survey). More firms that export both goods and services were compared in the survey (7% in the current compared to 2% in the May survey). The survey continued to have an extensive coverage of over 39 export sectors.².

The survey process faced certain limitations such as the limited time duration available to run the survey as certain questions were time-bound due to changing economic and social conditions and lack of willingness of exporters to engage in a lengthy survey conducted on an online survey platform. Comparison of survey results between the two surveys are constrained by the fact that both surveys were conducted providing flexibility for exporters to stay anonymous in the survey completion process. Therefore, the responses cannot be used for one to one comparison purpose, rather to obtain a general sense of exporter perception.

KEY INSIGHTS

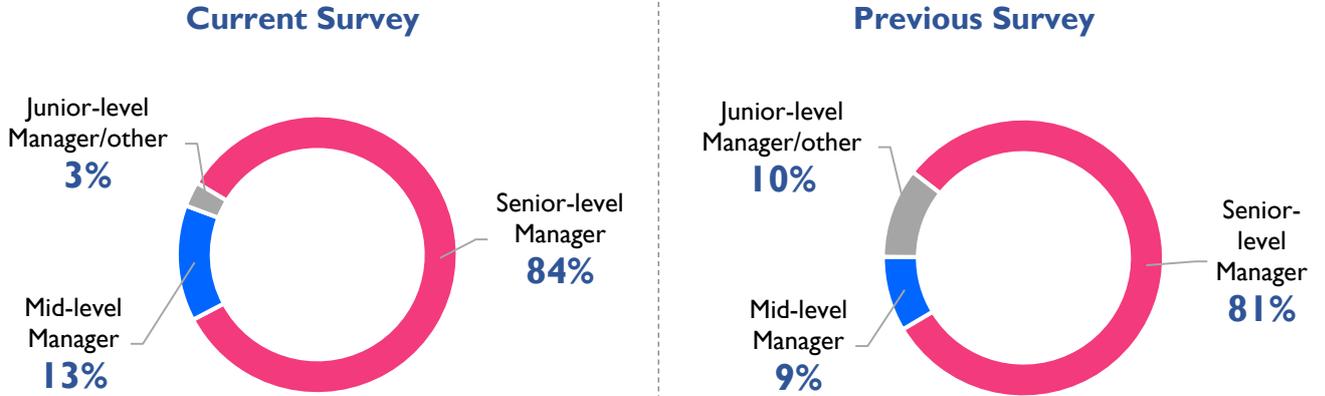
- With the resumption of economic and business activity since May 2020, the survey highlights that 53% of the firms have gone back to normal working operations while 64% of the firms reported that they are at over 60% of their operational capacity. However, there still exists about 38% of firms that are still in partial working operations indicating that operations are yet to go back to pre COVID-19 level.
- The business challenges related to COVID-19 have eased since the last survey. However, the drop in demand for products and services and, finding export orders are key challenges that firms continue to face.
- Firms are also seeing a significant improvement in sourcing raw material now compared to the first five months of 2020. They also report that prices of production inputs procured locally and overseas have increased, which is a challenge in sourcing raw materials.
- 49% of the respondents have identified new market opportunities arising out of COVID-19 compared to 63% in the last survey. The decline in opportunities would indicate that some of the early opportunities that arose as a result of COVID-19 may have diminished/reduced. It is encouraging to note that firms are meeting the challenges of COVID-19 with new products/services.

² Refer Annexure I - Survey Instrument: Question 5 b) which captures the export sectors

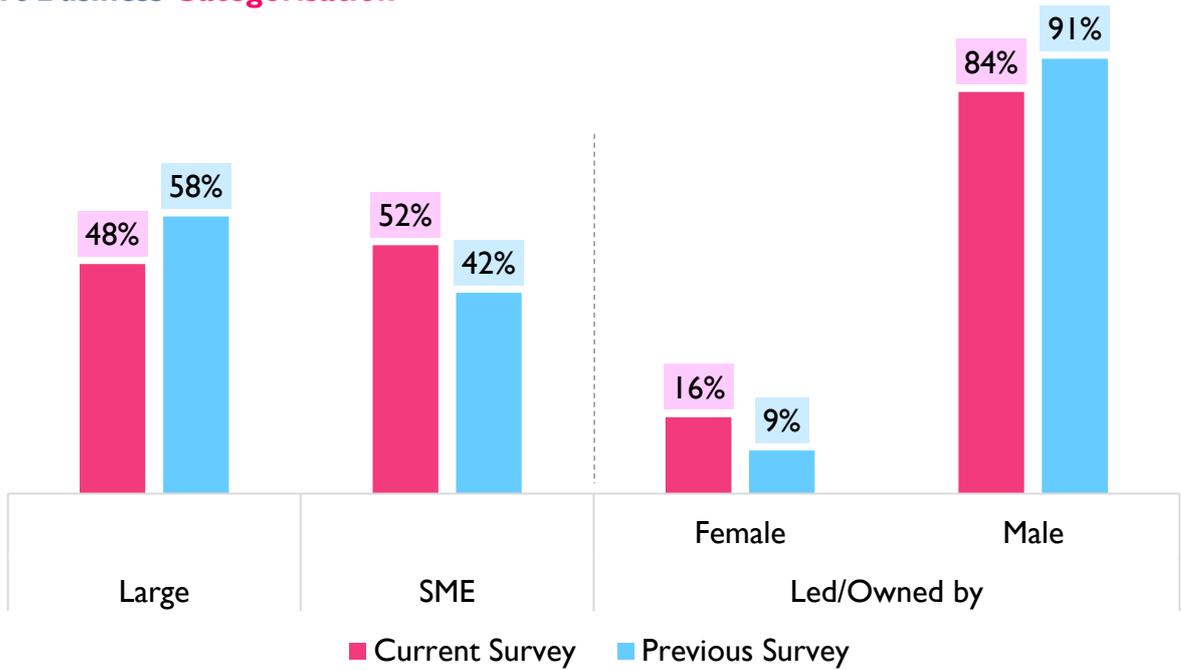
- Over 70% of the survey respondents are now able to pay basic salary with standard allowance for all executive and non-executive grade employees, a substantial improvement from the 40% in May.
- Firms are now expecting their training budgets to remain unchanged (47%) relative to 2019. In the previous survey, 65% of the firms were expecting a reduction in their training budget relative to 2019.
- The top 5 export sector requests for Government interventions are: (i) Tax relief, (ii) Market access support, (iii) Timely, robust communication strategy related to policy/regulations, (iv) Financial assistance package and (v) Digitization of Government services. (i), (iv) and (v) were the top 3 requests by firms in the previous survey.
- The perceived outlook for export business and the economy has improved significantly to an expectation of a 'moderate growth' (in the next 3, 6 and 12 months) compared to the expectation of a 'severe or moderate contraction' in the previous survey.

I. GENERAL RESPONDENT DETAILS

Description of Current Job Role



Export Business Categorisation



49% of the respondents of the current survey have taken part in the previous survey.

This represents:

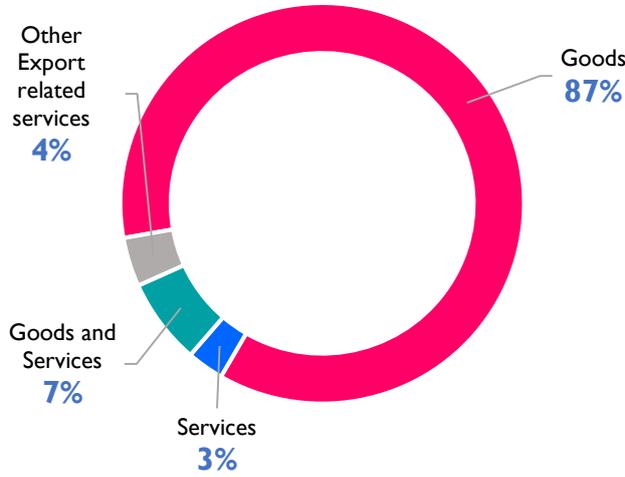
49% of large firms

51% of SMEs

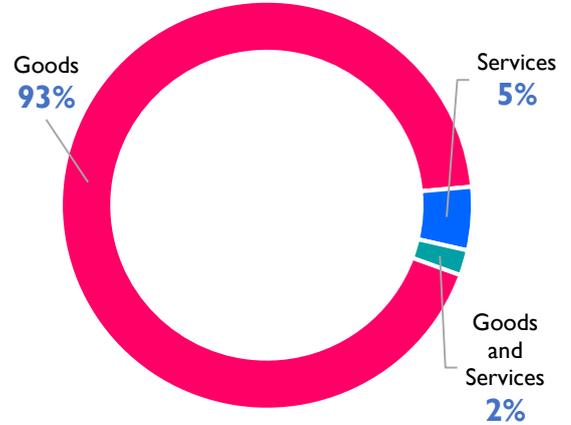
100% of Female led/owned firms, that took part in the previous survey

Engaged in Exports of;

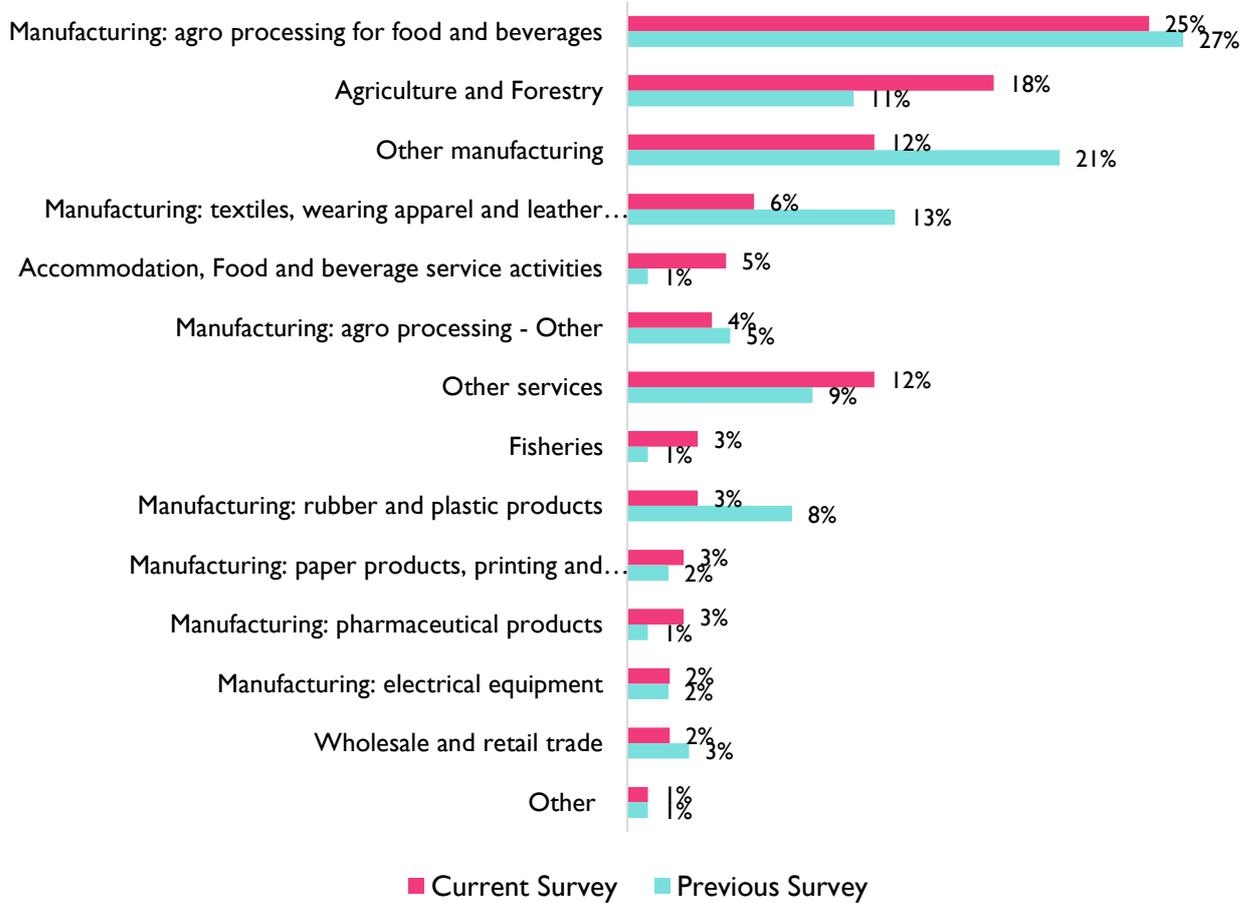
Current Survey



Previous Survey



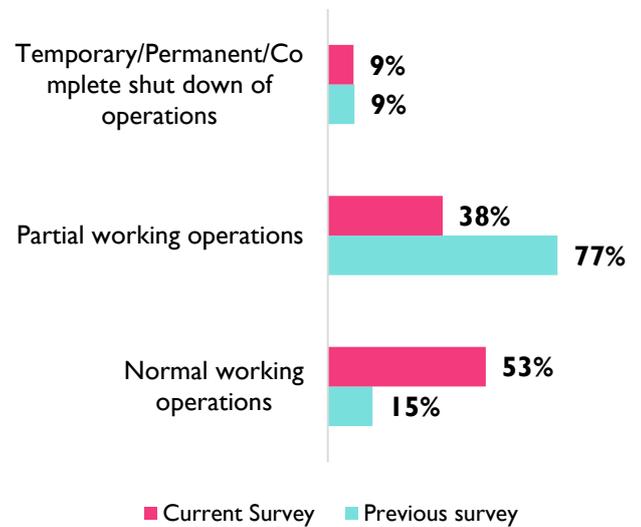
Export Sector



2. CHANGES IN EXPORT BUSINESS DUE TO COVID – 19

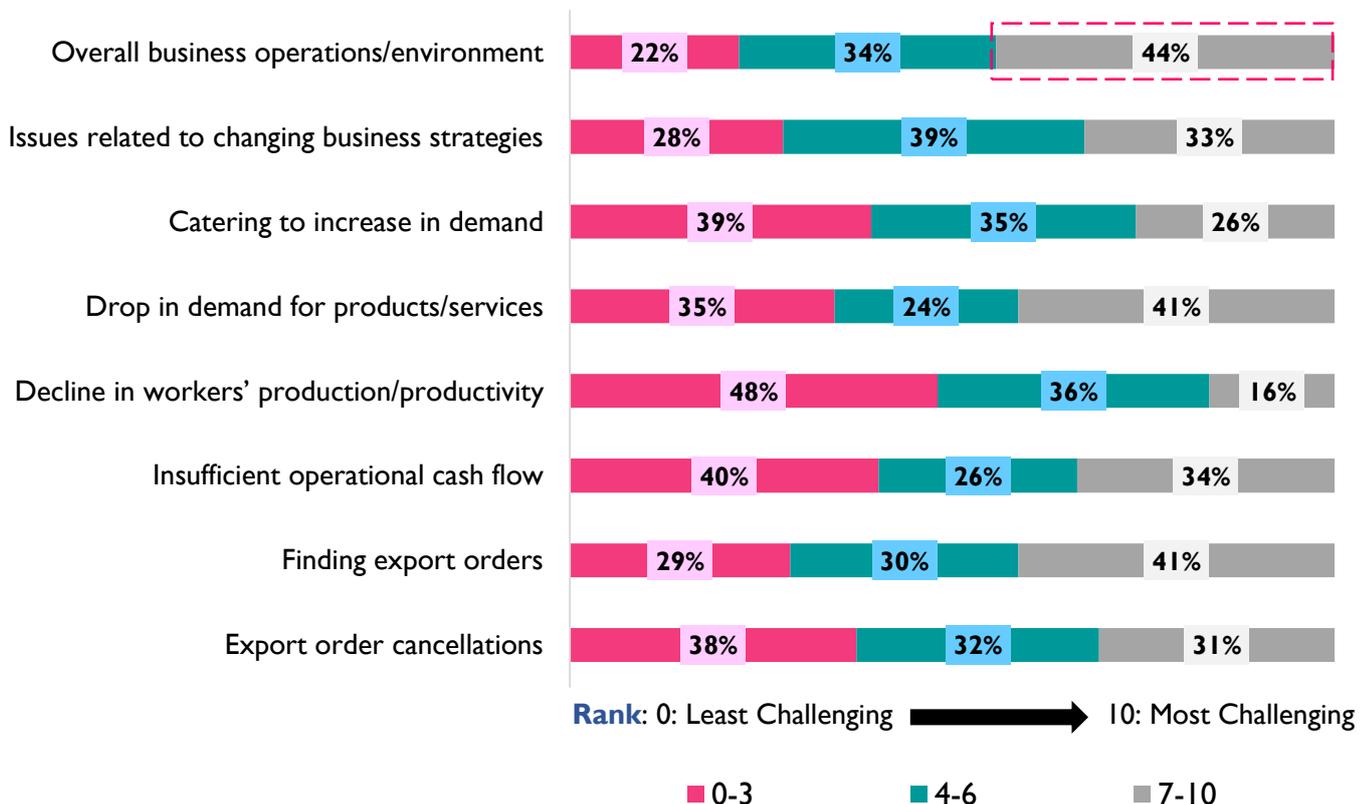
Business operations in export firms have picked up sharply since easing of lockdown. Majority of firms have shifted from partial operations to full operations in the 3 months from May (past survey) to August (current survey). The number of firms utilising more than 60% of their operational capacity have more than doubled.

Firms with more than 60% capacity utilization	Total	SME	Large	Owned/Led	
				Female	Male
Current survey	64%	54%	76%	65%	64%
Previous survey	28%	25%	30%	30%	28%

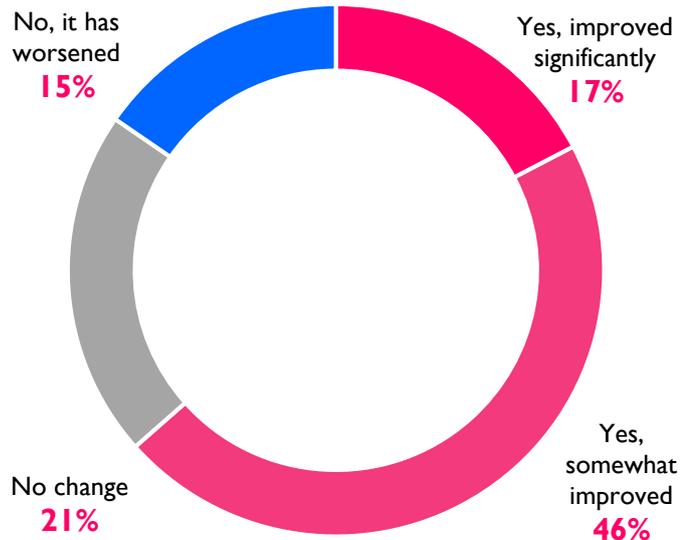


Note: The response option 'Completely shut down' in the previous survey referred to a temporary closure of business due to the lockdown. However, in the current survey temporary/permanent shutdown implies due to 'business reasons'. For comparison purpose cumulative results from these response options have been amalgamated.

The proportion of firms who reported that the overall business environment was highly challenging dropped to 44% in September compared to 63% in May highlighting that COVID-19 related business challenges faced by export firms have eased. The drop in demand for products and services and finding export orders however remains a challenge for exporters.



63% of the firms expressed that raw material sourcing now has improved (somewhat or significantly) compared to the conditions firms experienced during the first 5 months of 2020.



When expressing issues related to sourcing raw materials, majority of the exporters felt that local factors were more challenging than international factors.

The key concern expressed by exporters was price increase in production input both locally and overseas (42%).

Nature of the challenge



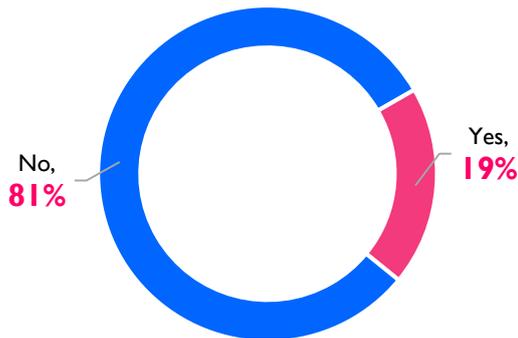
Factors contributing towards the challenge



Nearly one in every five firms that participated in the current survey expressed that they expect changes in export destinations which is similar to the expectations from the previous survey.

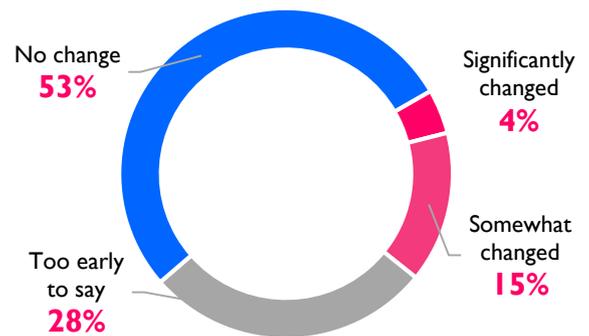
Current Survey

19% of firms are anticipating a change in export destination



Previous Survey

19% of the firms expressed that export destinations have changed

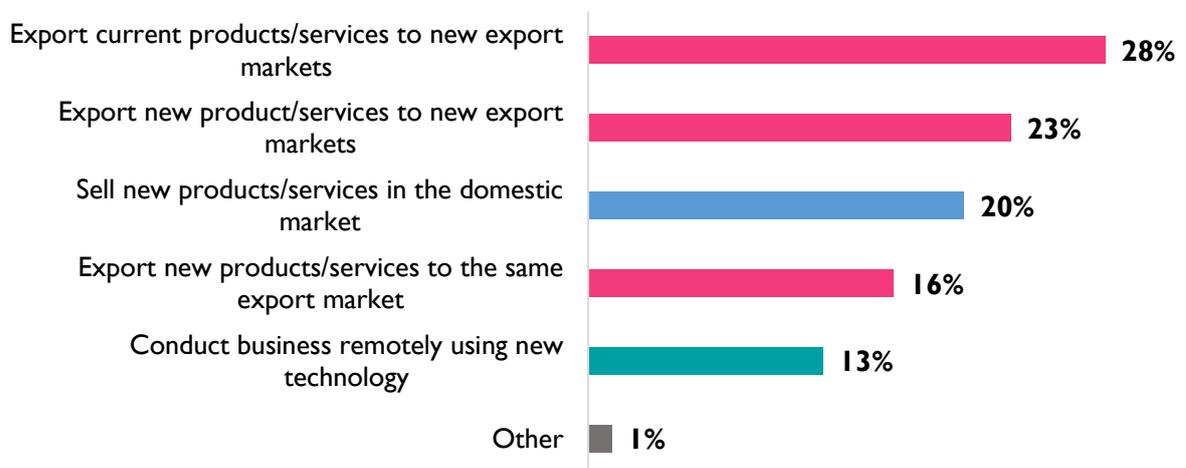


Note: 'Yes' in current survey is compared with the total of responses for 'Significantly changed' and 'Somewhat changed' from previous survey.

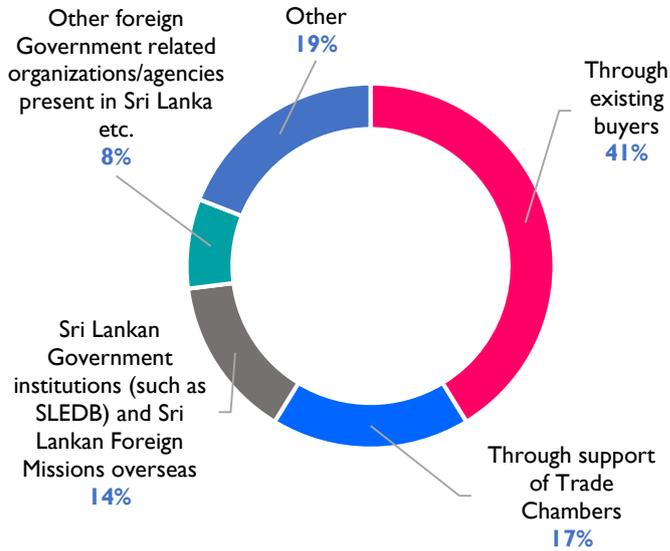
49% of the firms have identified new market opportunities arising out of the COVID – 19 impact. Out of this, about:

- 28% of the firms are selling their existing product/services to new export markets
- 23% of the firms are exporting new products/services to new export markets.

It is observed that firms are also meeting the COVID-19 related challenges by developing new products/services that can cater to both domestic and export markets. However, it is interesting to note that only 13% of firms are conducting business remotely using new technology. A similar response was noted in the previous survey.

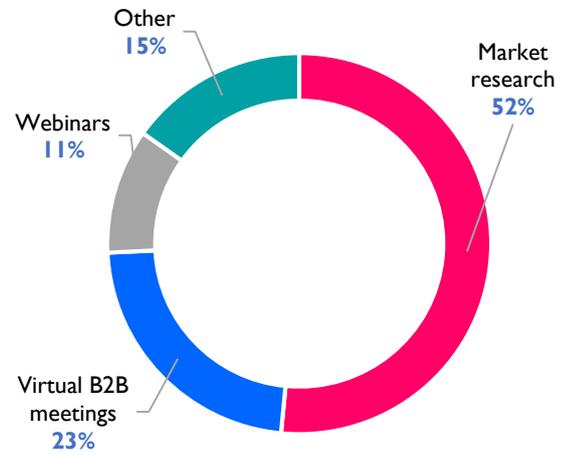


Exporters rely on a mix of support from existing buyers, Trade Chambers and Sri Lankan Government Institutions and Foreign Missions overseas to identify new business opportunities.



Leveraging existing buyers has been the popular option amongst all three firm types. It was noted that SMEs and Female led/owned businesses have been more reliant on the support of Trade Chambers for finding export opportunities compared to Larger firms. Large firms relative to SMEs utilized Sri Lankan Government institutions and Foreign Missions overseas.

Market Research and Virtual B2B meetings were the key resources exporters used in identifying new business opportunities.



Virtual B2B meetings have been a preferred option amongst SMEs and Female led/owned business compared to Large firms.

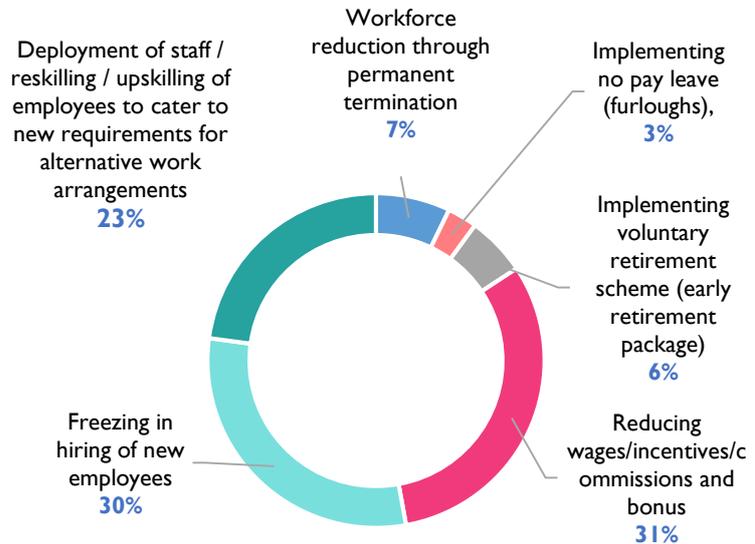
3. CHANGES IN EMPLOYMENT

34% of firms have considered labour cost reduction strategies to manage the impact of COVID-19, with results indicating large firms having thought of this more (42%) compared to SMEs (30%) and Female led/owned firms (29%).

Labour Cost Reduction Strategies

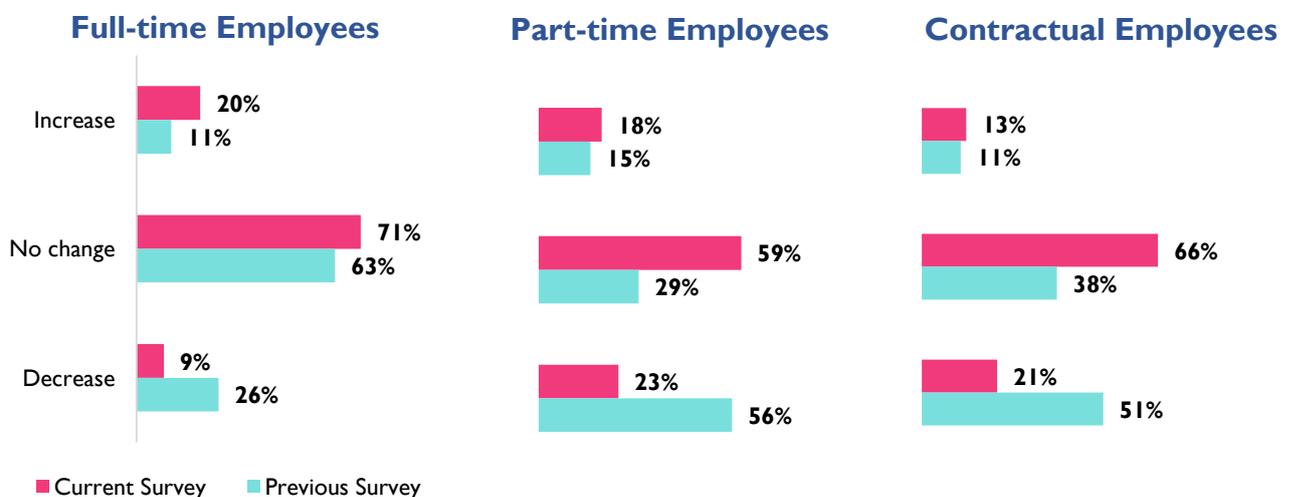
2 key strategies adopted to reduce labour cost are reducing compensation related costs for the workforce and freezing in hiring of new employees.

The survey also highlighted a preference by large firms for deploying staff in alternative work arrangements



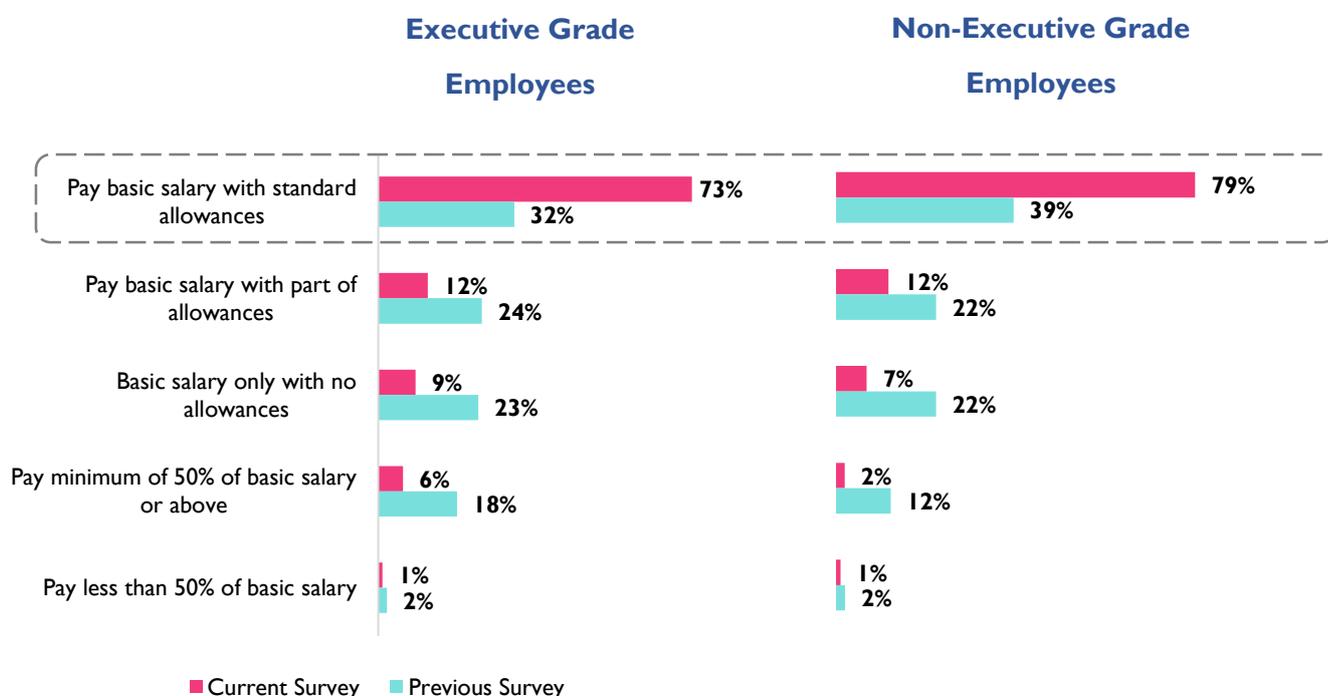
Expectations on Change in Employment Conditions in the Next 3 Months

Most firms are now expecting ‘No Change’ in employment counts across all employee types in the next 3 months compared to their expectation in the May survey. Expectation on a possible contraction of the workforce across all employee types have reduced while there is a slight improvement in the expectations on a possible expansion of the workforce. There is still 23% of the respondents that felt part-time employees would be decreased in the next 3 months while 21% were of the view Contractual employees could also see reductions.



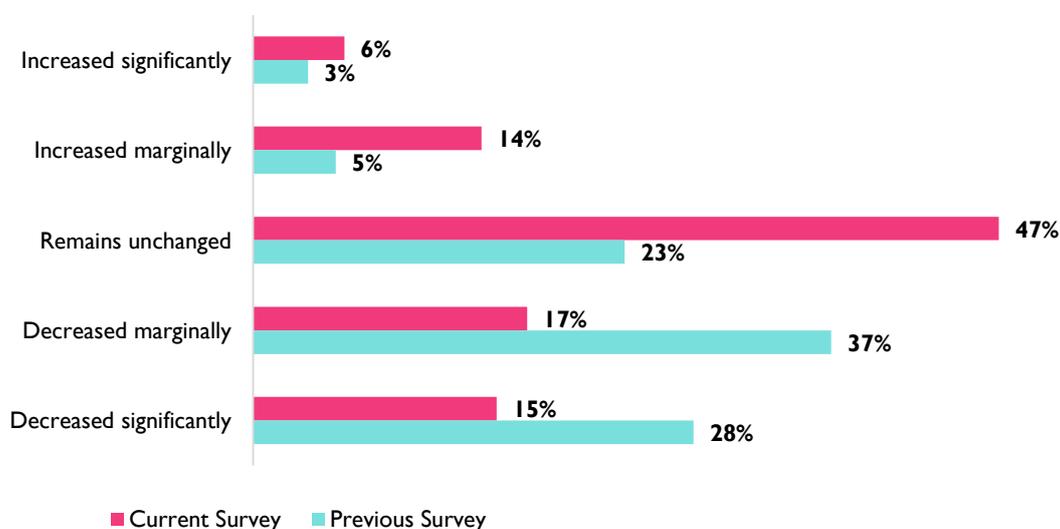
Expectations on Wages and Salaries of Employees in the Next 3 Months

A significant improvement in the ability of firms to compensate employees can be seen with 70% or more of the firms now expecting to pay at least the basic salary with standards allowances to employees in both executive and non-executive grade.



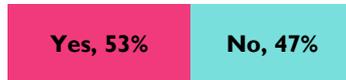
Expectations on Budget for Training and Support for Employees 2019 vs. 2020

Expectation on a reduction of training budget which was prominent in the previous survey (65%) has now shifted towards training budgets remaining unchanged compared to 2019. (47%).

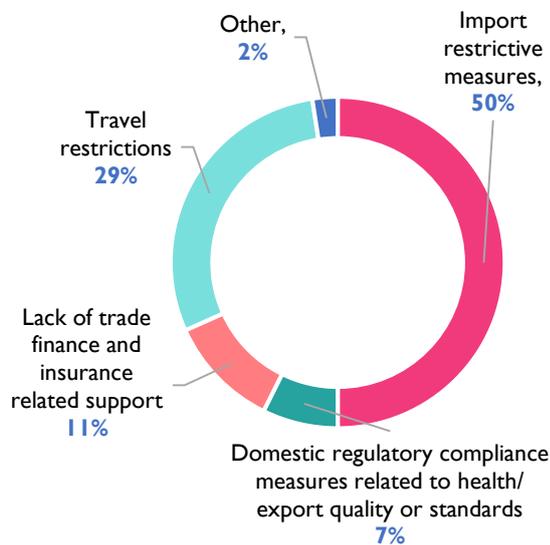


4. BUSINESS FACILITATION MEASURES

Did Policy / Regulatory Measures undertaken by **Local Government** impact firms?



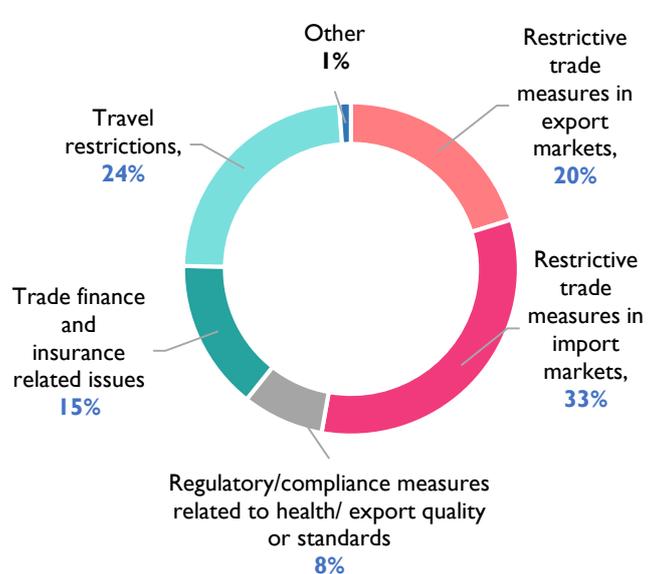
53% of firms are experiencing difficulties related to local policy/regulatory measures. Of which, 50% state their firms had been impacted by import restrictive measures and 29% of respondents saw travel restrictions impeding business.



Did Policy / Regulatory Measures undertaken by **Foreign Governments** impact firms?



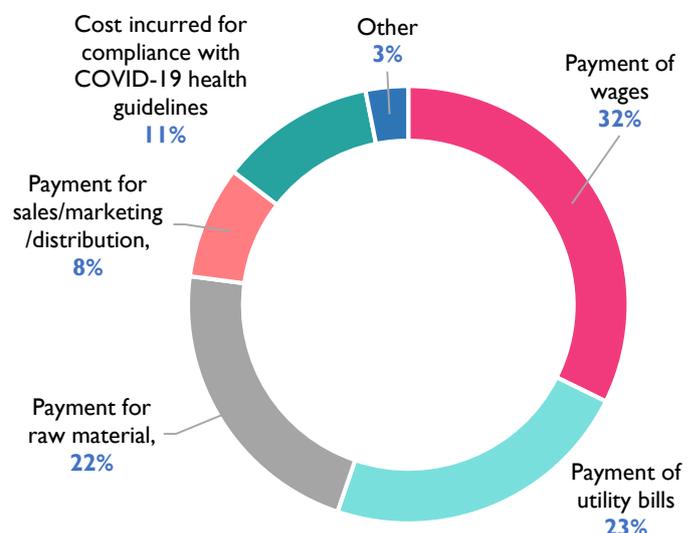
48% of exporters have experienced difficulties due to restrictive trade measures undertaken by foreign Governments in export and import markets. Of which, 53% being affected by restrictive trade measures (33% in import markets and 20% in export markets)



Accessing of COVID-19 related **Financial Relief**

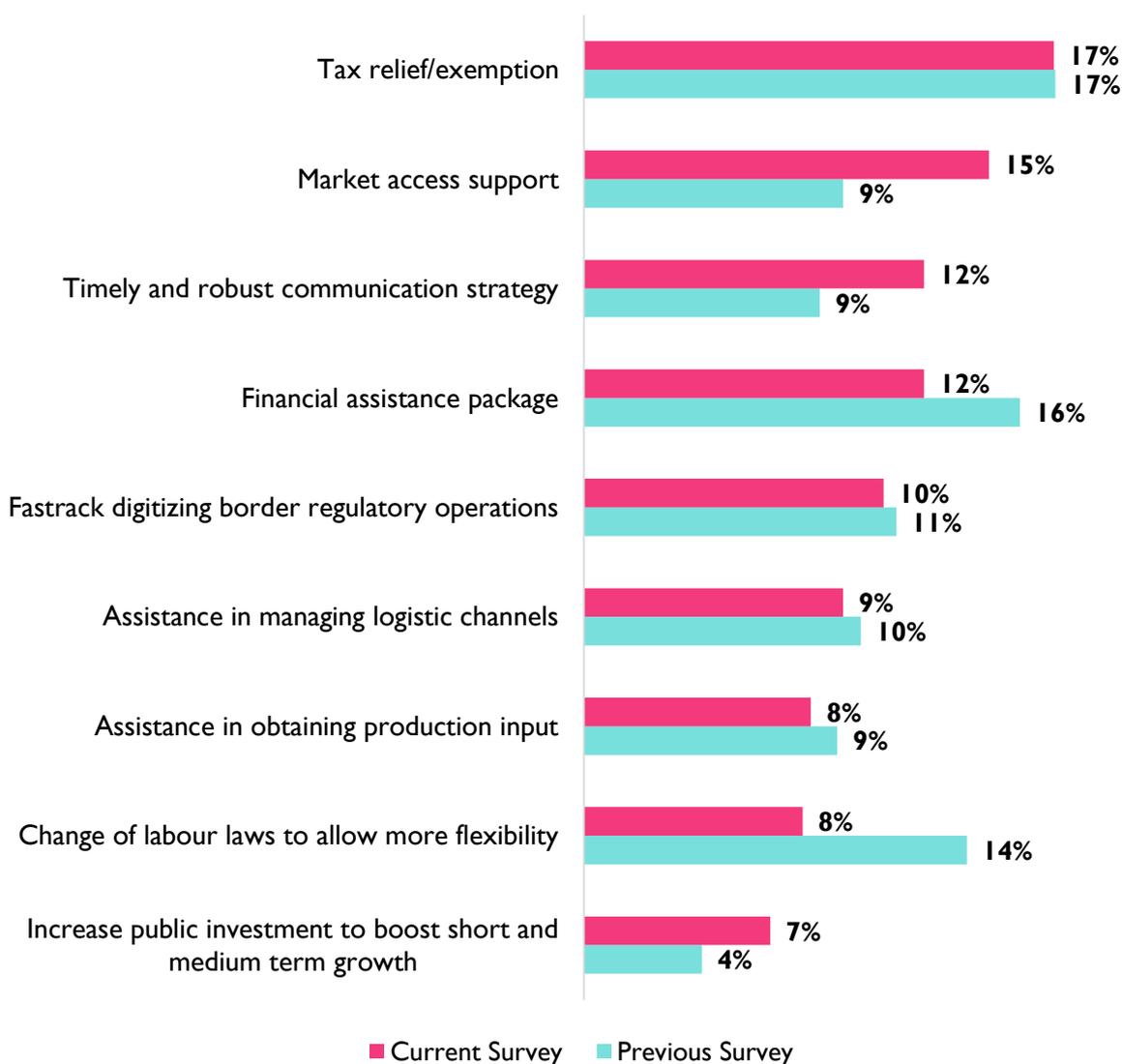
40% of the survey respondents had already applied for COVID-19 related financial relief provided by the Government and the financial sector of which 48% were SMEs, 59% were Female led/owned businesses and 39% were large firms (32%).

Firms are also utilising part of the COVID-19 relief funds for new expenditure incurred to be compliant with COVID-19 health guidelines with 11% share of loan fund being utilised for this purpose.



Priority Areas for Government Intervention

A shift in priority areas for Government intervention can be seen with firms adjusting to the new market situations in the post lockdown period. Market access support and timely robust communication strategy are now ranked amongst the top 3 interventions in the current survey. A strong communication strategy related to Government regulations and policies would help businesses navigate through the uncertainty. The need for 'tax relief/exemption' still remains the highest ranked priority area while the need for 'financial assistance package' and 'change of labour laws to allow more flexibility' saw reduced preference compared to the previous survey.



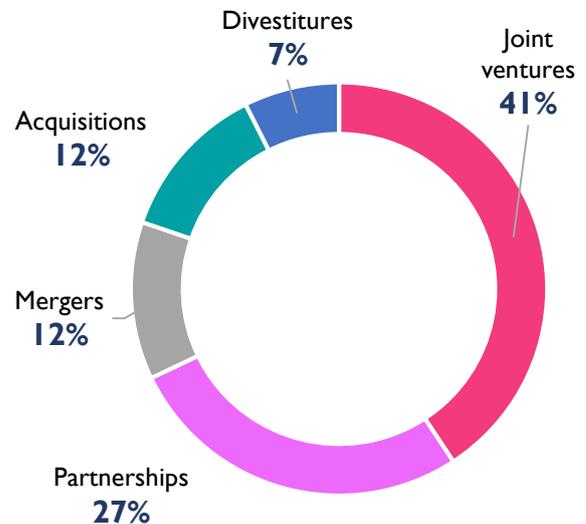
5. BUSINESS OUTLOOK

Strategic Measures to be Undertaken in the Next 12 Months

44% of the firms expect to undertake strategic initiatives related to their corporate structure such as joint ventures, partnerships, mergers, acquisition/ divestitures, within the next 12 months.

This represents;

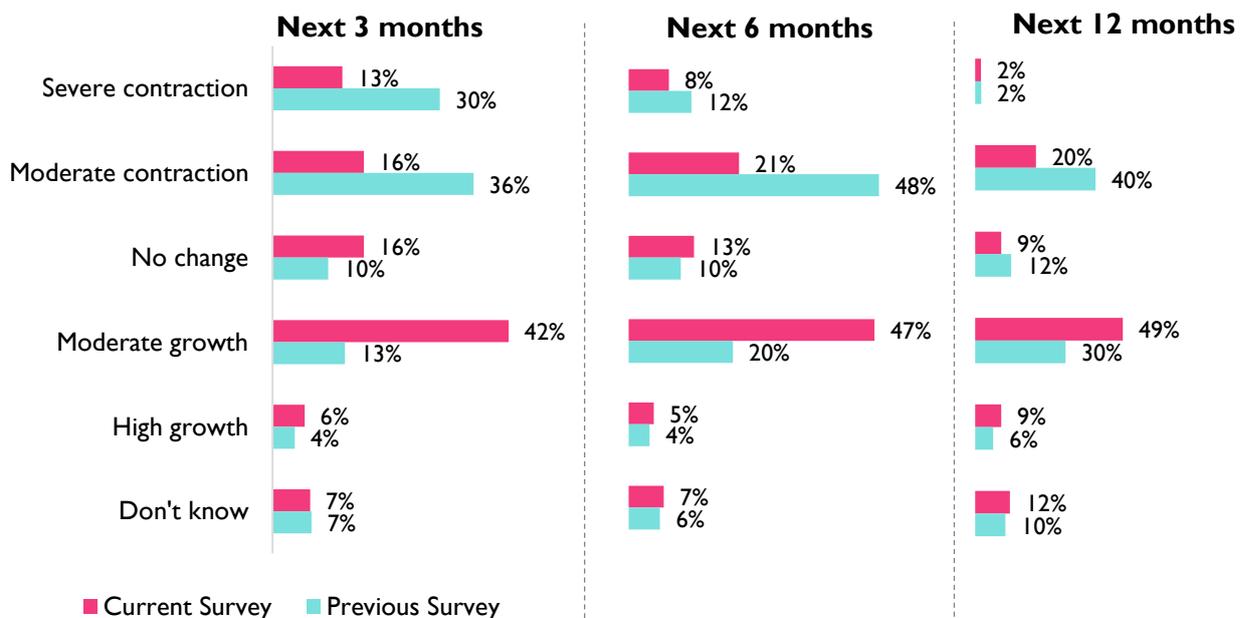
- 50%** SMEs
- 59%** Firms Led/Owned a Female
- 38%** Large Firms



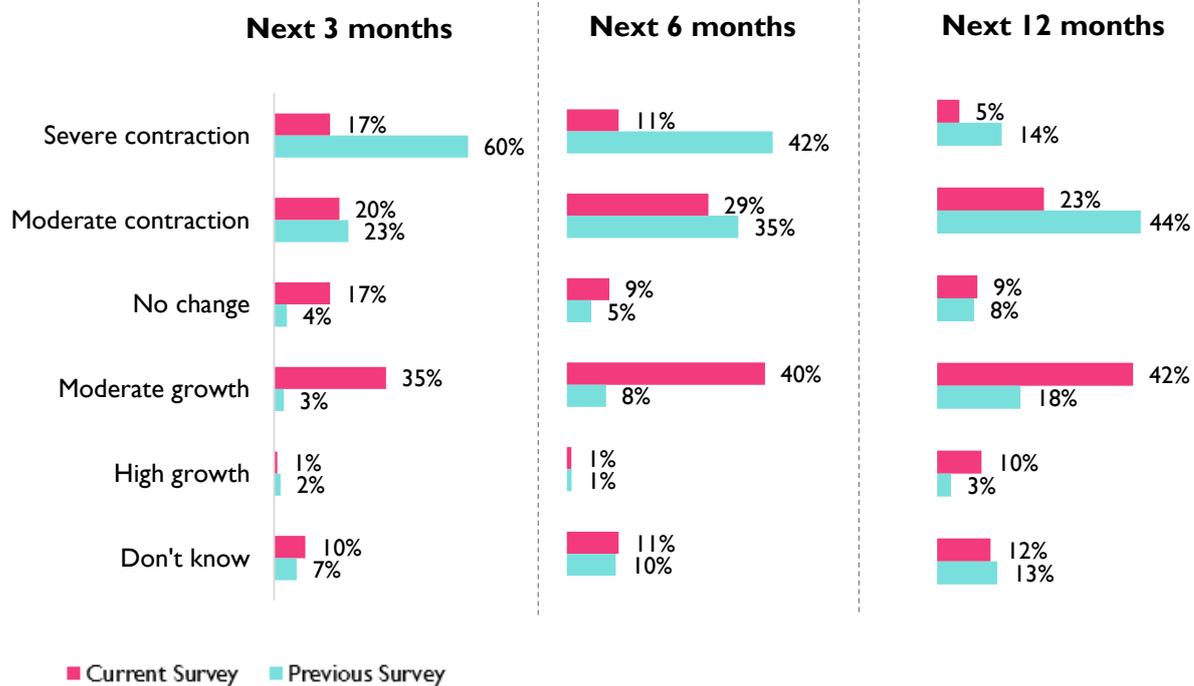
Perceived outlook for export business and the economy shows an improvement

A higher number of firms now expect moderate growth across all 3 timelines considered (next 3, 6, 12 months) from the expectation of a severe/moderate contraction in the previous survey. This is the case for both their perceived outlook for the export business and the economy.

Perceived Outlook for the Export Business



Perceived Outlook for the Economy



Annexure 01: Survey Instrument

Is your company engaged in exports of goods or services (including indirect exports)?

- Yes
- No

Did you/your company take part in the previous business survey conducted by the Ceylon Chamber and USAID PARTNER project in May 2020?

- Yes
- No

(Please proceed with the questionnaire only if you have answered yes to the above question)

Part I: Changes to Export Businesses Environment

Question 1(a): How would you describe the current production and service operation status of your export business since June 2020?

- Back to normal working operations (Pre COVID-19)
- Partial working operations
- Temporary/Permanent shut down of operations

Question 1(b): If your answer to above question is 'Partial working operations'; what is your current production/service capacity utilization?

- 0-20%
- 21-40%
- 41%-60%
- 61%-80%
- 81%-100%
- Not applicable because my business is in a temporary or permanent shutdown situation

Question 1(c): If your answer to above question is 'Temporary/Permanent shutdown of operations'; which of the following describes the current situation of your business?

- Temporary shutdown
- Permanent shutdown

Question 1(d): If your answer to above question is 'Temporary shutdown of operations'; is there any risk that your business will be permanently shut down within 2020?

- High risk
- Some degree of risk
- No risk

Question 1(e): If your answer to above question is 'High risk' or 'Some degree of risk'; is there any specific support required to restart business operations? (long answer)

Question 1(f): For the following COVID-19 related challenges your company is currently facing, provide a rank on a scale 0-10, where 0 being least challenging and 10 being most challenging

- Export order cancellations

-
- Finding export orders
 - Insufficient operational cash flow
 - Decline in workers' production/productivity
 - Drop in demand for products/services
 - Catering to increase in demand
 - Issues related to changing business strategies
 - Overall business operations/environment

Question 1(g): How has the situation with regard to sourcing raw material changed since June 2020 compared to the period prior to it (January to May 2020)?

- Yes, improved significantly
- Yes, somewhat improved
- No change
- No, it has worsened

Question 1(h): If your answer to above question is 'no change' or 'No, it has worsened'; What is the nature of the challenge?

- Shortage of production input sourced locally
- Shortage of production input sourced internationally
- Increase in price of production input sourced locally
- Increase in price of production input sourced internationally
- Change in suppliers locally
- Change in suppliers internationally
- Other (specify)

Question 1(i): Which of the following factors have contributed these issues?

- Change in Government policy/regulations locally
- Change in Government policy/regulations overseas
- Logistics related disruptions locally
- Logistics related disruptions internationally
- Local supplier related issue
- International supplier related issue
- Trade finance and insurance related issue
- Other (specify)

Question 1(j): Have your export destinations changed as a result of COVID-19 (change in exports market from one destination to another)?

- Yes
- No

Question 1(k): If your answer to above question is 'Yes', which of the following factors have contributed to the change in export destinations?

- Change in Government policy/regulations locally
- Change in Government policy/regulations overseas
- Logistics related disruptions
- Local supplier related issue
- International supplier related issue

-
- International buyer related issue
 - Trade finance and insurance related issue
 - Other (specify)

Question 1(l): Have you identified any new business opportunities as a result of COVID 19?

- Yes
- No

Question 1(m): If your answer to above question is 'Yes'; what are those new business opportunities?

- Export new products/services to the same export market
- Export new product/services to new export markets
- Export current products/services to new markets
- Sell new products/services in the domestic market
- Conduct business remotely using new technology
- Other

Question 1(n): What institutional mechanisms did your firm use to identify these new business opportunities?

- Sri Lankan Government institutions (such as SLEDB) and Sri Lankan Foreign Missions overseas
- Other foreign Government related organizations/agencies present in Sri Lanka etc.
- Through support of Trade Chambers
- Through existing buyers
- Other

Question 1(o): Which of the following resources were useful identifying these new business opportunities?

- Market research
- Virtual B2B meetings
- Webinars
- Other (specify)

Question 1(p): How was the export performance of your firm during the first six months of 2020 compared to the same period in 2019?

- Increase
- No change
- Decrease

Question 1(q): If your answer to above question is 'Increase or Decrease', what was the change in the level of exports during the first six months of 2020 compared to the same period of 2019?

- 0%-20%
- 21%-40%
- 41%-60%
- 61%-80%
- 81%-100%

Part 2: Changes to Employment due to COVID-19 since June 2020

Question 2(a): Which of the following workforce strategies did your firm undertake when re-commencing operations after the lockdown period?

- Staggering return to work and smaller work groups to minimize exposure

-
- Provide personal protective equipment (face masks, gloves and other protective gear)
 - Implement Government health guidelines for workers to follow
 - Enhanced cleaning and disinfection of the workplace
 - Other (specify)

Question 2(b): Has your firm considered labor cost reductions due to COVID-19's impact?

- Yes
- No

Question 2(c): If your answer to above question is 'Yes', which of the following labour cost reduction measures has your firm undertaken/planning to undertake during 2020?

- Workforce reduction through permanent termination
- Implementing no pay leave (furloughs)
- Implementing voluntary retirement scheme (early retirement package)
- Reducing wages/incentives/commissions and bonus
- Freezing in hiring of new employees
- Deployment of staff / reskilling / upskilling of employees to cater to new requirements for alternative work arrangements
- Other (specify)

Which of the following measures would your business undertake in the next 3 months related to your workforce?

Question 2(d): Number of full-time employees in the next 3 months would;

- Increase
- No change
- Decrease

Question 2(e): If your answer to above question is 'Increase or Decrease', Full-time employees in the next 3 months is expected to change by;

- 0-20%
- 21-40%
- 41%-60%
- 61%-80%
- 81%-100%

Question 2(f): Number of part-time or casual employees in the next 3 months would;

- Increase
- No change
- Decrease

Question 2(g): If your answer to above question is 'Increase or Decrease', Part-time or casual employees in the next 3 months is expected to change by;

- 0-20%
- 21-40%
- 41%-60%
- 61%-80%
- 81%-100%

Question 2(h): Number of employees on contract basis in the next 3 months would;

- Increase
- No change
- Decrease

Question 2(i): If your answer to above question is 'Increase or Decrease',
In the next 3 months, employees on contract basis would change by;

- 0-20%
- 21-40%
- 41%-60%
- 61%-80%
- 81%-100%

Question 2(j): Wage and salaries of employees in Executive Grade in the next 3 months;

- Pay basic salary with standard allowances
- Pay basic salary with part of allowances
- Basic salary only with no allowances
- Pay minimum of 50% of basic salary or above
- Pay less than 50% of basic salary

Question 2(k): Wage and salaries of employees in Non-executive Grade in the next 3 months;

- Pay basic salary with standard allowances
- Pay basic salary with part of allowances
- Basic salary only with no allowances
- Pay minimum of 50% of basic salary or above
- Pay less than 50% of basic salary

Question 2(l): Which of the following is likely to adopted by your firm to address new workplace challenges presented by COVID-19?

- Adopt flexi hours and remote working as part of the HR practice
- Virtual learning and training models
- Automate/digitize manufacturing and business operations
- Other
-

Question 2(m): Your firm's budget for training and support of employees in 2020 compared to 2019 has;

- Increased significantly
- Increased marginally
- Remains unchanged
- Decreased marginally
- Decreased significantly

Question 2(n): Have your firm identified new training and educational requirements for your staff?

- Yes
- No
- Not yet

Question 2(o): List out identified new training and educational requirements (short answer)

Part 3: Export Facilitation Measures

Question 3(a): Have your exports been impacted by any policy/regulatory measures undertaken by the Sri Lankan Government due to COVID-19?

- Yes
- No

Question 3(b): If your answer to above question is 'Yes', Which of the following policy/regulatory measures implemented as a result of COVID-19 have impacted your export business?

- Import restrictive measures
- Domestic regulatory compliance measures related to health/ export quality or standards
- Lack of trade finance and insurance related support
- Travel restrictions
- Other (explain)

Question 3(c): List out specific support required to overcome these challenges? (long answer)

Question 3(d): Have your exports been impacted by any policy/ regulatory measures undertaken by the Governments in Export/Import markets due to COVID-19?

- Yes
- No

Question 3(e): If your answer to above question is 'Yes', Which of the following measures have impacted your export business;

- Restrictive trade measures in export markets
- Restrictive trade measures in import markets
- Regulatory/compliance measures related to health/ export quality or standards
- Trade finance and insurance related issues
- Travel restrictions
- Other (explain)

Question 3(f): What specific support is required to overcome these challenges? (short answer)

Question 3(g): Has your firm (or a subsidiary) applied for the COVID-19 related financial relief provided by the Government's 'Saubagya COVID-19 Renaissance Facility'?

- Yes
- Intend to apply
- No
- Not decided

Question 3(h): If your answer to above question is 'Yes', What is the status of the loan application?

- Pending approval
- Received approval but waiting on disbursement
- Received the relief
- Rejected

Question 3(i): What specific working capital requirements would it fulfil?

-
- Payment of wages
 - Payment of utility bills
 - Payment for raw material
 - Payment for sales/marketing/distribution
 - Cost incurred for compliance with COVID-19 health guidelines
 - Other (please specify)

Question 3(j): Any comments in terms of the sufficiency of the relief received from this facility? (short answer)

Question 3(k): Does your company require any assistance from the Government to facilitate exports?

- Yes
- No

Question 3(l): If your answer to above question is 'Yes',

What government intervention(s) would you like to receive for your business? (choose as many as you like)

- Assistance in managing logistic channels
- Assistance in obtaining production input
- Market access support
- Fast track digitizing border regulatory operations
- Change of labour laws to allow more flexibility
- Tax relief/exemption
- Financial assistance package (rent subsidies during business closure, interest free loans, debt moratorium etc.)
- Increase public investment to boost short- and medium-term growth
- Timely and robust communication strategy

Question 3(m): What other intervention(s) would you like to receive for your business? (e.g training/capacity building etc.) (short answer)

Part 4: Business and Economy Outlook for Year 2020/2021

Question 4(a): Would your firm undertake any of the following strategic measures within the next 12 months?
Joint ventures, Partnerships, Mergers, Acquisitions/Divestitures

- Yes
- No

Question 4(b): If your answer to above question is 'Yes',

Which of the following strategic measures would your firm undertake in the next 12 months?

- Joint ventures
- Partnerships
- Mergers
- Acquisitions
- Divestitures
- None

What is your perceived outlook for your export business along the following time horizons?

Question 4(c): Perceived outlook for your export business in the next 3 months;

- Severe contraction
- Moderate contraction

-
- No change
 - Moderate growth
 - High growth
 - Don't know

Question 4(d): Perceived outlook for your export business in the next 6 months;

- Severe contraction
- Moderate contraction
- No change
- Moderate growth
- High growth
- Don't know

Question 4(e): Perceived outlook for your export business in the next 12 months;

- Severe contraction
- Moderate contraction
- No change
- Moderate growth
- High growth
- Don't know

How do you perceive the outlook for the economy as a whole, along these time horizons?

Question 4(f): Perceived outlook for the economy in the next 3 months;

- Severe contraction
- Moderate contraction
- No change
- Moderate growth
- High growth
- Don't know

Question 4(g): Perceived outlook for the economy in the next 6 months;

- Severe contraction
- Moderate contraction
- No change
- Moderate growth
- High growth
- Don't know

Question 4(h): Perceived outlook for the economy in the next 12 months;

- Severe contraction
- Moderate contraction
- No change
- Moderate growth
- High growth
- Don't know

Question 4(i): If you have any other comments on COVID-19 impact on your export business or the economy, please include your comments below

Part 5: General Business Respondent Details

Question 5(a): How many employees work for your company?

- Less than 16
- 16 - 74
- 75-199
- More than 200

Question 5(b): My business is related to export of; (choose as many as you like)

- Agriculture and Forestry
- Fisheries
- Manufacturing: textiles, wearing apparel and leather related products
- Manufacturing: agro processing for food and beverages
- Manufacturing: agro processing - Other
- Manufacturing: rubber and plastic products
- Manufacturing: basic metals and fabricated metal products
- Manufacturing: other non- metallic mineral products
- Manufacturing: machinery and equipment
- Manufacturing: electrical equipment
- Manufacturing: transport equipment
- Manufacturing: paper products, printing and reproduction of media products
- Manufacturing: furniture
- Manufacturing: wood and of products of wood and cork, except furniture
- Manufacturing: chemical products
- Manufacturing: pharmaceutical products
- Manufacturing: coke and refined petroleum products
- Manufacturing: Repair and installation of machinery and equipment
- Other manufacturing
- Electricity, gas, steam and air conditioning supply
- Mining and quarrying
- Construction
- Water collection, treatment and supply
- Sewerage, Waste, treatment and disposal activities
- Wholesale and retail trade
- Passenger transportation related services
- Goods transportation related services (including Warehousing)
- Postal and courier services
- Programming and broadcasting activities and audio video production related services
- Telecommunication services
- IT programming consultancy and related services
- Financial Service activities and auxiliary financial services
- Insurance, reinsurance and pension funding
- Real estate related services
- Healthcare and social work related services
- Education services
- Professional services
- Accommodation, Food and beverage service activities
- Other services

Question 5(c): What type of export are you engaged in?

- Export of goods

-
- Export of services
 - Export of goods and services
 - Export related service

Question 5(d): I am working as a;

- Senior-level Manager
- Mid-level Manager
- Junior-level Manager

Question 5(e): I am working for an export business;

- Led by a female
- Led by a male
- Owned by a female
- Owned by a male

Question 5(f): If you are engaged in export of goods, what percentage of the production is exported (assuming the balance is catered to the domestic market)?

- 0% - 20%
- 21% - 40%
- 41% to 60%
- 61% - 80%
- 81% - 100%
- Not applicable

Question 5(g): If you are engaged in export of services, what percentage of the services delivered are exported? (assuming the balance is catered to the domestic market)

- 0% - 20%
- 21% - 40%
- 41% to 60%
- 61% - 80%
- 81% - 100%
- Not applicable

Question 5(h): If you are engaged in export of both goods and services, state the percentage revenue from goods export relative to services? (eg: if your answer is '*less than 20% in goods*' it implies, that your company's export revenue is generated by a minimum of 20% from goods exports and 80% in services exports)

- Less than 20% in goods
- 21% - 40% in goods
- 41% to 60% in goods
- 61% - 80% in goods
- More than 80% in goods
- Not applicable

Question 5(h): My Name

Question 5(h): Name of My Company

Question 5(h): My email Address

Question 5(h): My Contact Number