

Business Impact of COVID-19 Structural Survey

You are completing this survey for CSO (Central Statistics Office)

This survey asks you about the impact of the COVID-19 pandemic on your business in 2020. By filling in the survey, you will be helping the CSO to produce statistics on the effects of the crisis. The results will help to identify key issues for business and for policy-makers.

The questionnaire asks for information on the following topics:

- 1 The trading activity of your business in 2020.
- 2 The performance of the business.
- 3 Business operations and resilience.
- 4 Business expectations for 2021.

Thank you for taking the time to answer this survey.

Contact details

If you have any queries, please contact:

eMail: business.covid@csso.ie

Website: www.csso.ie

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Data Confidentiality

All information supplied to the CSO is treated as strictly confidential in accordance with National and EU Legislation.

The information will be used for statistical purposes only and will not be divulged to any other Government Department or body.

Section 1 - Trading Activity in 2020

This section asks for information on the trading activity of the business in 2020.

Section 1 - Trading Activity

This section asks for information on the trading activity of the business in 2020.

1.1 Did your business close at any point in 2020 due to COVID-19?

Business closed

- ☐ Yes
- ☐ No (go to Section 2)

1.2 How many times did your business close in 2020 due to COVID-19?

Business closed

- ☐ Once, temporarily
- ☐ Once, permanently (end survey)
- ☐ More than once, each time temporarily
- ☐ More than once, with the last time being permanent (end survey)

(please specify how many times below)

More than once

1.3 How many weeks in total did your business close temporarily during 2020 due to COVID-19?

Number of weeks ceased

Weeks

1.4 Which of the following reasons led to your business closing temporarily?

Reasons for closure - select all that apply

- ☐ Positive COVID-19 case/s in the workplace
- ☐ Government restrictions on trading
- ☐ Reduced demand because of COVID-19
- ☐ Insufficient cashflow
- ☐ Other

Specify below

Other

Section 2 - Business Performance

This section asks for information relating to 2020, on:

- your business's turnover
- your business's operating costs
- your business's investment

2.1 What is your best estimate of total turnover generated by your business in:

Please provide in Euro the Turnover generated. You may round to the nearest thousand (i.e. €3,211 = 3,000)

(exclude invoiced VAT, VRT and subsidies received, sales of fixed assets)

2019 Turnover

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2020 Turnover

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2.2 How did your business's turnover for 2020 compare with what you would otherwise have normally expected for the year (without COVID-19)?

Note: Normal expectation refers to the expected turnover performance during standard business activities.

- ☐ 75-100% less than normal expectation

- ☐ 50-74% less than normal expectation
- ☐ 25-49% less than normal expectation
- ☐ 10-24% less than normal expectation
- ☐ At or close to normal expectation
- ☐ 10-24% more than normal expectation
- ☐ 25-49% more than normal expectation
- ☐ 50-74% more than normal expectation
- ☐ Upwards of 75% more than normal expectation

2.3 What is your best estimate of your business's total variable costs in:

Please provide in Euro. You may round to the nearest thousand (i.e. €3,211 = 3,000)

Include: Purchases of materials and services, purchases of goods and services for resale, trading stocks, excise duty, sales and marketing, energy and fuel, Wages

Exclude: Deductible VAT

2019 Variable costs

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2020 Variable costs

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2.4 What is your best estimate of your business's total fixed costs in:

Please provide in Euro. You may round to the nearest thousand (i.e. €3,211 = 3,000)

Include: Commercial rent, insurance, interest paid on capital, salaries etc.

2019 Fixed costs

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2020 Fixed costs

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2.5 What is your best estimate of your business's spend on capital stock and investments in:

Please provide in Euro. You may round to the nearest thousand (i.e. €3,211 = 3,000)

Include: Tangible and Intangible assets such as land, building & construction, machinery & other equipment, software, intellectual property etc.

2019 Investment spend

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2020 Investment spend

((in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

2.6 What is your best estimate of your business's expenditure in 2020 on:

Please provide in Euro. You may round to the nearest thousand (i.e. €3,211 = 3,000)

Measures to comply with COVID-19 requirements for trading

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

Measures to develop new products/processes to adapt to COVID-19

(in € rounded to the nearest thousand i.e. €3,211 entered as 3000)

3 – Business Operations and resilience

This section asks for information on business operations and resilience during the COVID-19 pandemic and related restrictions in 2020.

3.1 Has your business availed of Government's COVID-19 related supports in 2020?

Government support

- ☐ Yes
- ☐ No
- ☐ Don't know

If yes, please specify which supports

3.2 Has the enterprise taken any of the following steps in 2020 as a result of COVID-19?

Steps taken - select all that apply

- ☐ Increased borrowing (go to Q3.3)
- ☐ Renegotiated commercial rents
- ☐ Developed new products
- ☐ Renegotiated terms of the supply chain
- ☐ Developed online presence
- ☐ Started selling to new markets
- ☐ Increased operating hours
- ☐ No steps taken as a result of COVID-19
- ☐ Other

Specify below

Other

3.3 Has your business obtained additional finance during the COVID-19 pandemic to:

- ☐ Pay down overdrafts
- ☐ Pay on-going costs in absence of expected cashflow

☐ Other
Specify below

Other

3.4 What percentage of staff at the end of 2020 were:

Staff working

- Partially remote working (up to 3 days) %
- Completely remote working %
- Not remote working % (Skip 3.5 if 100)

3.5 For staff who started remote working in 2020, has productivity:

Productivity

- ☐ Increased
- ☐ Decreased
- ☐ Remained the same

3.6 Do you see remote working as a permanent part of the enterprise's work practices post COVID-19?

Remote working permanent

- ☐ Yes

- ☐ No
- ☐ Don't know

Section 4 – Business expectations for 2021

This section asks for information on business expectations, concerns and uncertainties in 2021.

4.1 Are you confident that the enterprise has the financial resources to continue operating through the COVID-19 crisis as and from 1 February 2021?

Confidence

- ☐ Yes, up to 1 month
- ☐ Yes, up to 3 months
- ☐ Yes, up to 6 months
- ☐ Yes, longer than 6 months
- ☐ Not confident
- ☐ Don't know

4.2 How do you expect the impact of COVID-19 to affect your business's demand for credit in 2021?

Demand for credit

- ☐ Require less credit
- ☐ No significant impact
- ☐ Require more credit and expect it to be available
- ☐ Require more credit and expect it will not be available
- ☐ Don't know

4.3 Will the business take any of the following steps in 2021 to mitigate the uncertainty of COVID-19?

- ☐ Reduce workforce

- ☐ Renegotiate commercial rents
- ☐ Renegotiate contracts up the supply chain
- ☐ Pause or cancel investment plans
- ☐ Develop new products
- ☐ Increase digitalisation
- ☐ Start selling/buying in new markets
- ☐ No steps taken
- ☐ Other

Specify below

Other

4.4 What impact do you expect BREXIT to have on your business in 2021?

BREXIT impact

- ☐ Positive (route 4.5)
- ☐ Negative (route 4.5)
- ☐ None (route 4.6)
- ☐ Not applicable (route 4.6)

4.5 What is the biggest BREXIT related concern for your business in 2021?

BREXIT

- ☐ Currency volatility
- ☐ Increase in prices
- ☐ Difficulty in transporting goods to/from the UK
- ☐ Decline in business from UK customers
- ☐ Regulatory divergence
- ☐ Reduced investment from UK

☐ Other

Specify below

Other

☐ Don't know

4.6 Which of the following steps has your business taken in preparation for BREXIT?

Steps taken - select all that apply

- ☐ Availled of Government BREXIT related financial support
- ☐ Taken steps to reduce exposure to currency volatility
- ☐ Increased preparedness for new custom procedures and duties
- ☐ Sought new suppliers outside the UK
- ☐ Changed route for transporting goods
- ☐ Started selling/buying in new markets
- ☐ No steps taken
- ☐ Other

Specify below

Other

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Section RETAIL

This section asks specific questions for the Retail Sector.

5.1 Please state if your business had any of the following before the COVID-19 pandemic in March 2020?

Select all that apply

- ☐ Website for information / advertising
- ☐ Website that enables online purchases
- ☐ Click and collect
- ☐ Social media presence e.g. Instagram, Facebook, Twitter
- ☐ Phone in orders and collect or deliver
- ☐ eWallet
- ☐ Other Please state _____-
- ☐ None of the above *(if this is ticked then none above should be allowed to be ticked)*

5.2 Which of the following does your business now have since COVID-19 in March 2020?

Select all that apply

- ☐ Website for information / advertising
- ☐ Website that enables online purchases
- ☐ Click and collect

- ☐ Social media presence eg Instagram, Facebook, Twitter
- ☐ Phone and either collect or deliver orders
- ☐ eWallet
- ☐ Other please specify _____
- ☐ None of the above *(if this is ticked then none above should be allowed to be ticked)*

5.3 What is your best estimate of the % of your turnover from online sales? *Online sales = the ordering and payment occurred online. (If your online sales are not booked through Ireland please put in 0 below.)*

2019

% *(If you do not have online sales please put in 0)*

2020

% *(If you do not have online sales please put in 0)*

5.4 Will you invest in improving your ability to provide online shopping in 2021?

Yes

No

Do not know

5.5 Which month generated the highest turnover in

2019? Total *Drop down menu from Jan to Dec*

2020? Total *Drop down menu from Jan to Dec*

2019? Online *Drop down menu from Jan to Dec or N/A*

2020? Online *Drop down menu from Jan to Dec or N/A*

5.6 Did you find it difficult to hire seasonal staff during Christmas 2020?

- ☐ Yes but similar to 2019
- ☐ Yes more difficult than in 2019
- ☐ No easier than previous years
- ☐ No did not hire seasonal staff in 2020 (did previous years)
- ☐ Not applicable (do not hire Seasonal staff for Christmas)

5.7a What product generated the most turnover?

2019 _____

2020 _____

5.7b Is there any product that was in higher demand in 2020 due to COVID-19?

- ☐ Yes
- ☐ No
- ☐ If yes Please specify _____-

5.8a Does your business sell alcohol?

- ☐ Yes
- ☐ No (end survey)

5.8b How has sales of alcohol in your business changed in 2020?

Sales of alcohol

- ☐ Increased (to 5.8c)
- ☐ Decreased (to 5.8d)
- ☐ No change (end survey)

5.8c What was the percentage increase in alcohol sales?

%

5.8d What was the percentage decrease in alcohol sales?

%

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Section 5 – Tourism

This section asks for information related to the COVID-19 impact on tourism.

5.1 How much of your business relies on tourism?

Tourism

- ☐ Mainly tourism (Go to 5.2a)
- ☐ Partially tourism (Go to 5.2b)
- ☐ Some tourism (Go to 5.2b)
- ☐ No tourism (Go to 5.8)

5.2a Does your business open year-round usually?

- ☐ Yes
- ☐ No

5.2b Does the tourist aspect of your business open year-round usually?

- ☐ Yes
- ☐ No

5.3 Did you find it difficult to hire seasonal staff during summer 2020?

Seasonal staff

- ☐ Yes, but similar to 2019
- ☐ Yes, more difficult than in 2019
- ☐ No, easier than previous years
- ☐ No, did not hire seasonal staff in 2020 but did in previous years
- ☐ Not applicable (do not hire seasonal staff for summer)

5.4 In 2019, which type of customer did your enterprise cater to most?

Main customer 2019

Domestic business traveller

%

International business traveller

%

Domestic tourist

%

International tourist

%

Local customers

%

Other (please specify)

%

Other

5.5 In 2020, which type of customer did your enterprise cater to most?

Main customer 2020

Domestic business traveller

%

International business traveller

%

Domestic tourist

%

International tourist

%

Local customers

%

Other (please specify)

%

Other

5.6 Which month generated the highest turnover in?

2019? Total *Drop down menu from Jan to Dec*

2020? Total *Drop down menu from Jan to Dec*

5.7a Does your business offer bed spaces / accommodation?

Note: A bed space a suitable sleeping area for one person. A single bedroom provides one bed space and a double or twin provides two bed spaces.

Bed spaces

- ☐ Yes
☐ No (Go to 5.8)

5.7b How many bed spaces could your business offer in one night prior to the COVID-19 pandemic?

Bed Spaces

5.7c How many bed spaces could your business offer in one night with COVID-19 restrictions in place?

Bed Spaces with COVID-19 restrictions

5.7d What was your average occupancy rate in:

Note: Occupancy rate should be based total bed spaces

Occupancy rate

2019

%

2020

%

5.8a Does your business offer food or drink that is ready for consumption?

Food or drink

- ☐ Yes
☐ No (Go to 5.9)

5.8b Approximately what proportion of your business' turnover in 2019 came from:

Sit-down service - food

%

Takeaway - food

%

Alcohol sales

%

5.8b Approximately what proportion of your business' turnover in 2020 came from:

Sit-down service - food

%

Takeaway - food

%

Alcohol sales

%

5.9 Do you have any more comments to make on how the COVID-19 pandemic is affecting your business:

Section 6 - Contact Details

Thank you for participating in this survey.

On the next page you will be asked to provide your contact details in case we need to get back to you about this survey.

Contact Details

Please note: Queries or future surveys from the CSO may be directed to the email or phone number provided by you.

Name	<input type="text"/>
Position	<input type="text" value="Select an answer"/> ▼
Phone	<input type="text"/>
Email	<input type="text"/>