

# COVID-19 and Tourism Businesses - A survey for assessing COVID impact, your current needs and future plans

## Important notes:

(1) This survey form is for a single (one) business only. If you own/have more than one tourism business, fill separate forms for each business.

(2) This form is best filled by the business owner, or one who understands the business' operations, finances and HR.

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## COVID-19 Impact on Business

**Did you have to stop your business due to COVID-19 pandemic?**

- ☐ No, operations were always running
- ☐ Yes, temporarily stopped operations
- ☐ Yes, permanently stopped

**For how long did you have to stop your business?**

- ☐ Less than a month
- ☐ 1 to 3 months
- ☐ 4 to 6 months
- ☐ 7 to 12 months
- ☐ 12+ months

**Which of the following factors affected your business operations during the pandemic? (Check all that apply)**

- ☐ Reduced volume of business
- ☐ Increased COVID-19 cases in our area
- ☐ Our employees were affected by COVID-19
- ☐ Shortage of human resources
- ☐ Supply chain disruption
- ☐ Lack of access to services due to government-imposed lockdown
- ☐ Lack of mobility due to government-imposed lockdown
- ☐ Disagreement with partners/fallout
- ☐ Lack of adequate financial resources
- ☐ Other
- ☐ Our business operations were not affected at all

Specify other

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Among the following, which factor affected your business the most?

☐ Our business operations were not affected at all

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☐ Our business operations were not affected at all

Which of the following workforce-related actions did your business take due to the pandemic? (Check all that apply)

- ☐ Reduced the number of temporary workers
- ☐ Reduced the number of permanent workers
- ☐ Reduced working hours
- ☐ Introduced rotational employment
- ☐ Asked workers to take paid leave
- ☐ Asked workers to take unpaid leave
- ☐ Asked workers to work for reduced pay
- ☐ Decreased or removed employee benefits (like perks, bonus, etc.)
- ☐ Other
- ☐ Our business did not have to take any workforce-related actions during the pandemic

What other action(s) did your business take?

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## » Financial Impacts

Which of the following loan related impacts did your business have to face due to the pandemic? (Check all that apply)

- ☐ We took loan(s) quite easily to continue our business
- ☐ We tried but could not take loans
- ☐ We took loans but faced significant difficulties in taking loans
- ☐ We faced difficulty in paying back existing loans
- ☐ Other
- ☐ None of the above

Specify other

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**Which of the following assets related impacts did your business have to face due to the pandemic? (Check all that apply)**

- ☐ We sold some of our assets (e.g. vehicles, equipment, buildings, land)
- ☐ We could not find buyers when we wanted to sell our assets
- ☐ We rented out some of our assets
- ☐ Other
- ☐ None of the above

**Specify other**

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**Which of the following costs related impacts did your business have to face due to the pandemic? (Check all that apply)**

- ☐ We could not cover our operating costs (e.g. rent, electricity, etc.)
- ☐ We cancelled or postponed our investment plans
- ☐ We had made significant investments specifically targeting Visit Nepal 2020
- ☐ Other
- ☐ None of the above

**Specify other**

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**Which of the following location related impacts did your business have to face due to the pandemic? (Check all that apply)**

- ☐ We moved our business/office to a different location
- ☐ We closed down some of our offices/branches
- ☐ We tried to move our business/office but we couldn't
- ☐ Other
- ☐ None of the above

**Specify other**

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**Which of the following equity and ownership related impacts did your business have to face due to the pandemic?  
(Check all that apply)**

- ☐ We sold our entire business
- ☐ We tried to sell our entire business but could not find buyers
- ☐ We sold some equity (ownership) of our business
- ☐ We tried to sell some of our equity but could not find buyers
- ☐ Other
- ☐ None of the above

**Specify other**

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**Were there any other financial impacts?**

- ☐ Yes
- ☐ No

**What were they?**

*Use ';' symbol to separate if have multiple impacts*

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**How many people did your business employ BEFORE the pandemic?**

- ☐ Upto 10 people
- ☐ 11 to 30 people
- ☐ 31 to 50 people
- ☐ 51 to 100 people
- ☐ More than 100 people

**Compared to 2019, how has the size of your workforce changed in 2020 (DURING THE PANDEMIC)?**

- ☐ Workforce size remained the same
- ☐ Workforce size became 75% of 2019
- ☐ Workforce size became 50% of 2019
- ☐ Workforce size became 25% of 2019
- ☐ Workforce size became zero
- ☐ Workforce size increased compared to 2019

**Compared to 2019, how have your business revenues changed in 2020 (DURING THE PANDEMIC)?**

- ☐ Revenue remained the same
- ☐ Revenue became 75% of 2019
- ☐ Revenue became 50% of 2019
- ☐ Revenue became 25% of 2019
- ☐ Revenue stopped completely
- ☐ Revenue increased compared to 2019

**Compared to 2019, how has your business's savings changed in 2020 (DURING THE PANDEMIC)?**

- ☐ Savings remained the same (or) unchanged
- ☐ Savings became 75% of 2019
- ☐ Savings became 50% of 2019
- ☐ Savings became 25% of 2019
- ☐ Savings became 25% of 2019
- ☐ The business now has negative savings (i.e. it had to borrow money)
- ☐ Savings size increased compared to 2019

**Which services did your business offer BEFORE the pandemic? (Check all that apply)**

- ☐ Accommodation (overnight stay)
- ☐ Adventure equipments renting
- ☐ Adventure sports (rafting, bungee, etc.)
- ☐ Bar
- ☐ Flight booking
- ☐ Food delivery
- ☐ Gymnasium
- ☐ Hotel booking
- ☐ Online services (booking, order management, delivery)
- ☐ Restaurant
- ☐ Souvenirs and/or shops
- ☐ Spa
- ☐ Swimming pool
- ☐ Tour packages
- ☐ Travel guides and/or porters
- ☐ Vehicle booking
- ☐ Other

**Specify other services your business offer BEFORE the pandemic**

*Use ';' symbol to seperate multiple other services*

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**Which services does your business offer AFTER the pandemic? (Check all that apply)**

- ☐ Accommodation (overnight stay)
- ☐ Restaurant
- ☐ Bar
- ☐ Gymnasium
- ☐ Spa
- ☐ Swimming pool
- ☐ Flight booking
- ☐ Travel guides and/or porters
- ☐ Adventure sports (rafting, bungee, etc.)
- ☐ Adventure equipments renting
- ☐ Tour packages
- ☐ Vehicle booking
- ☐ Hotel booking
- ☐ Souvenirs and/or shops
- ☐ Food delivery
- ☐ Online services (booking, order management, delivery)
- ☐ Isolation services
- ☐ Quarantine services
- ☐ Other

**Specify other services your business offer AFTER the pandemic**

*Use ';' symbol to seperate multiple other services*

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**Preparedness questions**

**Which of the following health and sanitation related measures did your business employ during the pandemic? (check all that apply)**

- ☐ Placed sanitizers at prominent locations
- ☐ Trained our employees on HHS (Health, hygiene and sanitation)
- ☐ Placed thermal screening and disinfection
- ☐ Maintained social m\_dist\_businesssancing at our business premises
- ☐ Introduced/Implemented cashless payments
- ☐ Discontinued buffet services (applicable for hotels and restaurants only)
- ☐ Added COVID-19 friendly marketing messages
- ☐ Outsourced certain services like order management, delivery, etc.
- ☐ Other
- ☐ We didn't employ any health and sanitation related measures

**What other measure did your business employ in response to COVID-19?**

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**What are some safety measures for workers that are currently in place? (Check all that apply)**

- ☐ Informing workers on Covid-19 transmission and prevention measures
- ☐ Encouraging workers to stay home when they feel sick
- ☐ Maintaining social m\_dist\_businesssancing between workers
- ☐ Working in shifts to reduce congestion
- ☐ Teleworking (remote working, work from home, etc.)
- ☐ Performing temperature checks
- ☐ Providing personal protection equipment like masks
- ☐ Providing/Extending paid sick leave
- ☐ Providing Covid-19 insurance
- ☐ Other
- ☐ We haven't implemented any safety measures for workers currently

**Other safety measures for workers**

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**Which of the following strategic actions is your business currently undertaking (or planning to undertake) as a response to the pandemic? (Check all that apply)**

- ☐ Reducing production of goods or services compared to 2019
- ☐ Increasing production due to increased demand compared to Dec 2020
- ☐ Diversifying service offerings to respond to new demands (producing masks, sanitizer, etc.)
- ☐ Starting a different business
- ☐ Diversifying its sales channels – online marketing, sales, delivery, etc.
- ☐ Re-training its workers
- ☐ Other
- ☐ We did not have to take any action

**Please specify other strategic action**

Use ';' symbol to separate multiple other actions

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**What strategic actions is your business currently undertaking (or planning to undertake) with the external stakeholders as a response to the pandemic? (Check all that apply)**

- ☐ Negotiating payment terms with banks and suppliers
- ☐ Providing lobbying support to trade unions and associations
- ☐ Negotiating with workers' unions
- ☐ Negotiating with property owners, house owners, renters, landowners, etc.
- ☐ Partnering with other businesses
- ☐ Increasing the number of shareholders
- ☐ Sharing property and assets with other businesses
- ☐ Others
- ☐ We are not taking any action currently (or plan to take such actions)

**Please specify other strategic action**

Use ';' symbol to separate multiple other actions

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**Does your business have a dedicated COVID-19 desk or personnel?**

- ☐ No
- ☐ Yes

**Need questions**

**What kind of policy level support from the government would be most helpful to your business? (Choose three most helpful measures for your business)**

- ☐ Establishment of an authentic source of information for government's COVID-related communications (e.g. health advisories, directives, etc.)
- ☐ Regulation of port of entries such as borders, airports
- ☐ Establishment of government's tourism protection fund
- ☐ Establishment of job retention fund
- ☐ Provision of financial assistance (e.g. no-collateral loans, subsidized loans, etc.)
- ☐ Government provision to categorize safe and unsafe businesses (e.g. red, green, yellow stickers)
- ☐ Skill enhancement training to human resources
- ☐ Training or TOT (Training of Trainers) on Health, Hygiene and Sanitation from the government
- ☐ Other

**Specify other support policy**

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**Within the next six months, which of the following problems will your business face? (Check all that apply)**

- ☐ My business will have difficulties in paying back existing loans
- ☐ My business will have difficulties to acquire additional loans or funds
- ☐ My business will have difficulties in paying its taxes
- ☐ My business will have difficulties in covering its operating costs
- ☐ My business will most likely face labor-related issues
- ☐ My business will have difficulties in getting enough customers required for its survival
- ☐ None of the above

**Which of the following loan payback-related assistance will be most helpful to you? (Choose one)**

- ☐ Reduced interest rates on existing loans
- ☐ Extension of loan periods

**Which of the following funds-related assistance will be most helpful to you? (Choose one)**

- ☐ Short-term loans without collateral
- ☐ Long-term subsidized loans

**What is your preferred source (first choice) of financial assistance that is most appropriate for your business?**

- ☐ Financial assistance from the government
- ☐ Investments from shareholders
- ☐ Borrowing from banks
- ☐ Funding from private equity
- ☐ Consolidations, mergers, and acquisitions
- ☐ Others

**Specify other source of financial assistance**

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**Which of the following tax-related assistance will be most helpful to you? (Choose your first priority)**

- ☐ Tax reduction
- ☐ Tax deferral
- ☐ Exemption of fines on taxes
- ☐ VAT return (मूल्य अभिवृद्धि कर फिर्ता दिने )
- ☐ Decrease sales tax and VAT rates

**Which of the following operating costs-related assistance will be most helpful to you? (Choose one)**

- ☐ Subsidy on utilities (e.g. electricity, water bills)
- ☐ Subsidy on property rental fees
- ☐ Subsidy on imports

**Which of the following labor-related assistance will be most helpful to you?**

- ☐ Government provision to not increase minimum wages for the next some time
- ☐ Increased access to skilled/semi-skilled workers
- ☐ Prioritized provision of COVID-19 vaccination to my workers/employees

**Which of the following business outreach-related assistance will be most helpful to you?**

- ☐ Knowledge of the needs of source markets (source markets are foreign or domestic places from where the tourists arrive)
- ☐ Business generation programs and events by governments and other stakeholders
- ☐ Digital marketing skills

**The government has announced different schemes for the revival of the tourism businesses. Have you used any of such schemes?**

- ☐ I am NOT aware of such government schemes.
- ☐ No, I have not used any government scheme but I know about such schemes.
- ☐ Yes, I have used one or more government schemes.

**How effective did you find those schemes? (Select all that apply)**

- ☐ These schemes are difficult to understand
- ☐ These schemes are not easy to use
- ☐ These schemes are not sufficient

## » Government Scheme

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**\* Which scheme did you use?**

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**\* How effective did you find this scheme? (Select all that apply)**

- ☐ This scheme is difficult to understand
- ☐ This scheme is not easy to use
- ☐ This scheme is not sufficient
- ☐ This scheme has been helpful to sustain my business

*Click '+' to add other government scheme(s) that you have used.*

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## Outlook questions

**How much longer do you expect the disruption due to COVID-19 to last?**

- ☐ Less than 6 months (till Sep 2021)
- ☐ 6 to 12 months (till Mar 2022)
- ☐ 13 to 24 months (till Mar 2023)
- ☐ More than 24 months (beyond Mar 2023 )

**Compared to 2019, how much revenues does your business expect to earn in 2021?**

- ☐ None (or negligible)
- ☐ Revenue is expected to be 25% of 2019
- ☐ Revenue is expected to be 50% of 2019
- ☐ Revenue is expected to be 75% of 2019
- ☐ Revenue is expected to be similar to 2019's revenue
- ☐ Revenue is expected to be higher than 2019

**Compared to 2019, what percentage of workforce will your business employ in 2021?**

- ☐ None (or negligible)
- ☐ Workforce size will be 25% of 2019
- ☐ Workforce size will be 50% of 2019
- ☐ Workforce size will be 75% of 2019
- ☐ Workforce size will be similar to that of 2019
- ☐ Workforce size will be greater than that of 2019

**Which of the following are likely to be your biggest difficulties in 2021? (Check all that apply)**

- ☐ Winning the confidence of tourists and guests in the context of COVID-19
- ☐ Understanding and meeting the demands of source markets (source markets are foreign or domestic places from where the tourists arrive)
- ☐ Ensuring health and safety measures for the guests and tourists
- ☐ Ensuring health and safety measures for the workforce
- ☐ Shortage of goods, supplies / input materials
- ☐ Shortage of human resource
- ☐ Shortage of cash flow
- ☐ Shortage of additional loans or funds
- ☐ Others

**Specify other difficulty**

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Among the difficulties you have chosen, which of these difficulties is likely to be most serious for your business?

Among the difficulties you have chosen, which of these difficulties is likely to be most serious for your business?

Among the difficulties you have chosen, which of these difficulties is likely to be most serious for your business?

**Who do you think will be the biggest support for your business in 2021?**

- ☐ Government agencies (Ministry, Department of Tourism, etc.)
- ☐ Nepal Tourism Board
- ☐ Unions and associations
- ☐ Financial Institutions
- ☐ Property owners
- ☐ Shareholders
- ☐ Friends and family
- ☐ Other

**Specify other**

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**Have you started other business(es)? (Check all that apply)**

- ☐ No
- ☐ Yes, started a new business in the tourism sector
- ☐ Yes, started a new business in a non-tourism sector

**Do you intend to return to the tourism business in the future?**

- ☐ Yes
- ☐ No

**Which sub-sector is your new tourism business in? (Check all that apply)**

- ☐ Hotel and accommodation
- ☐ Restaurant and Bar
- ☐ Travel and Tours
- ☐ Trekking or Mountaineering
- ☐ Adventure Sports
- ☐ Other

**Specify other sector**

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**Other than tourism, which business are you involved in now? (Check all that apply)**

- ☐ Accountancy, banking, finance
- ☐ Business, consulting and management
- ☐ Charity and voluntary works
- ☐ Creative arts and design
- ☐ Energy and utilities
- ☐ Engineering and manufacturing
- ☐ Environment and agriculture
- ☐ Healthcare
- ☐ Information Technology
- ☐ Law
- ☐ Marketing, advertising and Public Relations
- ☐ Media and Internet
- ☐ Property and construction
- ☐ Public services and administration
- ☐ Retail and sales
- ☐ Teaching/Education
- ☐ Transport and logistics
- ☐ Other

**Specify other business that you are involved now**

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**Have you started a new job?**

- ☐ No
- ☐ Yes, it is a tourism-related job
- ☐ Yes, but it is a non-tourism related job

**Which job are you currently involved in now? (Check all that apply)**

- ☐ Shopkeeper
- ☐ Tour guide
- ☐ Trekking guide
- ☐ Rafting guide
- ☐ Mountain guide
- ☐ Driver
- ☐ Travel agent
- ☐ Flight attendant
- ☐ Pilot
- ☐ Chef/cook
- ☐ Hotel manager
- ☐ Hotel staff
- ☐ Waiter
- ☐ Bartender
- ☐ Other

**Specify other**

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**Which sector are you involved in now? (Check all that apply)**

- ☐ Accountancy, banking, finance
- ☐ Business, consulting and management
- ☐ Charity and voluntary works
- ☐ Creative arts and design
- ☐ Energy and utilities
- ☐ Engineering and manufacturing
- ☐ Environment and agriculture
- ☐ Healthcare
- ☐ Information Technology
- ☐ Law
- ☐ Marketing, advertising and Public Relations
- ☐ Media and Internet
- ☐ Property and construction
- ☐ Public services and administration
- ☐ Retail and sales
- ☐ Teaching/Education
- ☐ Transport and logistics
- ☐ Other

**Specify other sector**

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**General Information****Name of the business**

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**» Address of the business**

**District**

- |  |   |   |
|--|---|---|
| <input type="radio"/> Achham (अछाम)              | <input type="radio"/> Arghakhanchi (अर्घाखाँची)     | <input type="radio"/> Baglung (बागलुङ)                |
| <input type="radio"/> Baitadi (बैतडी)            | <input type="radio"/> Bajhang (बझाङ)                | <input type="radio"/> Bajura (बाजुरा)                 |
| <input type="radio"/> Banke (बाँके)              | <input type="radio"/> Bara (बारा)                   | <input type="radio"/> Bardiya (बर्दिया)               |
| <input type="radio"/> Bhaktapur (भक्तपुर)        | <input type="radio"/> Bhojpur (भोजपुर)              | <input type="radio"/> Chitawan (चितवन)                |
| <input type="radio"/> Dadedhura (डडेलधुरा)       | <input type="radio"/> Dailekh (दैलेख)               | <input type="radio"/> Dang (दाङ)                      |
| <input type="radio"/> Darchula (दार्चुला)        | <input type="radio"/> Dhading (धादिङ)               | <input type="radio"/> Dhankuta (धनकुटा)               |
| <input type="radio"/> Dhanusa (धनुषा)            | <input type="radio"/> Dolakha (दोलखा)               | <input type="radio"/> Dolpa (डोल्पा)                  |
| <input type="radio"/> Doti (डोटी)                | <input type="radio"/> Gorkha (गोरखा)                | <input type="radio"/> Gulmi (गुल्मी)                  |
| <input type="radio"/> Humla (हुम्ला)             | <input type="radio"/> Ilam (इलाम)                   | <input type="radio"/> Jajarkot (जाजरकोट)              |
| <input type="radio"/> Jhapa (झापा)               | <input type="radio"/> Jumla (जुम्ला)                | <input type="radio"/> Kailali (कैलाली)                |
| <input type="radio"/> Kalikot (कालिकोट)          | <input type="radio"/> Kanchanpur (कंचनपुर)          | <input type="radio"/> Kapilbastu (कपिलवस्तु)          |
| <input type="radio"/> Kaski (कास्की)             | <input type="radio"/> Kathmandu (काठमाडौँ)          | <input type="radio"/> Kavrepalanchok (काभ्रेपलान्चोक) |
| <input type="radio"/> Khotang (खोटाङ)            | <input type="radio"/> Lalitpur (ललितपुर)            | <input type="radio"/> Lamjung (लमजुङ)                 |
| <input type="radio"/> Mahottari (महोत्तरी)       | <input type="radio"/> Makwanpur (मकवानपुर)          | <input type="radio"/> Manang (मनाङ)                   |
| <input type="radio"/> Morang (मोरंग)             | <input type="radio"/> Mugu (मुगु)                   | <input type="radio"/> Mustang (मुस्ताङ)               |
| <input type="radio"/> Myagdi (म्याग्दी)          | <input type="radio"/> Nawalpur (नवलपुर)             | <input type="radio"/> Parasi (परासी)                  |
| <input type="radio"/> Nuwakot (नुवाकोट)          | <input type="radio"/> Okhaldhunga (ओखलढुंगा)        | <input type="radio"/> Palpa (पाल्पा)                  |
| <input type="radio"/> Panchthar (पाँचथर)         | <input type="radio"/> Parbat (पर्वत)                | <input type="radio"/> Parsa (पर्सा)                   |
| <input type="radio"/> Pyuthan (प्युठान)          | <input type="radio"/> Ramechhap (रामेछाप)           | <input type="radio"/> Rasuwa (रसुवा)                  |
| <input type="radio"/> Rautahat (रौतहट)           | <input type="radio"/> Rolpa (रोल्पा)                | <input type="radio"/> Rukum East (पूर्वी रूकुम)       |
| <input type="radio"/> Rukum West (पश्चिमी रूकुम) | <input type="radio"/> Rupandehi (रुपन्देही)         | <input type="radio"/> Salyan (सल्यान)                 |
| <input type="radio"/> Sankhuwasabha (संखुवासभा)  | <input type="radio"/> Saptari (सप्तरी)              | <input type="radio"/> Sarlahi (सर्लाही)               |
| <input type="radio"/> Sindhuli (सिन्धुली)        | <input type="radio"/> Sindhupalchok (सिन्धुपाल्चोक) | <input type="radio"/> Siraha (सिराहा)                 |
| <input type="radio"/> Solukhumbu (सोलुखुम्बु)    | <input type="radio"/> Sunsari (सुनसरी)              | <input type="radio"/> Surkhet (सुर्खेत)               |
| <input type="radio"/> Syangja (स्याङ्जा)         | <input type="radio"/> Tanahu (तनहुँ)                | <input type="radio"/> Taplejung (ताप्लेजुङ)           |
| <input type="radio"/> Terhathum (तेह्रथुम)       | <input type="radio"/> Udayapur (उदयपुर)             |   |

**Gaunpalika/Nagarpalika****Gaunpalika/Nagarpalika****Ward****House no.**

**Street/Road name**

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**Location (Latitude/Longitude) address of your business**

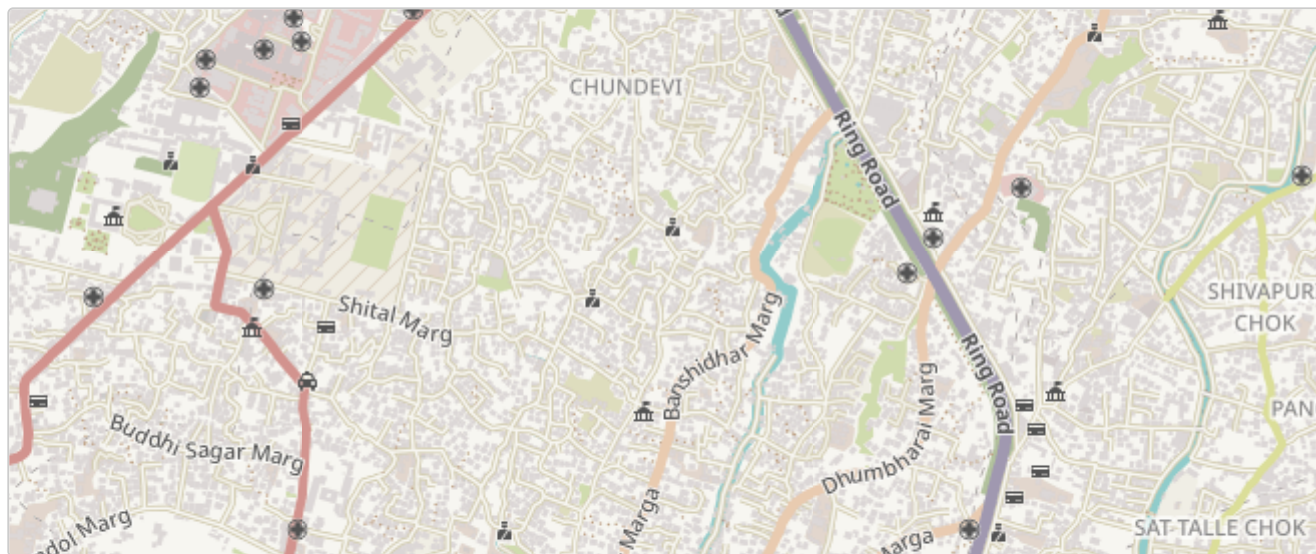
*How to record my business' location?*

1. Type the name of your business' location (for e.g. mandala street thamel) and click 'Enter' button on your keyboard. (If using a mobile phone, click on the 'Map' button first).
2. Use the '+' button on the map repeatedly to zoom into the map.
3. Finally, click the area on the map where your business is located. You will see a blue marker indicating the the location of your business.
4. (If using a mobile phone, click on the '<' button on the top-left corner of your screen).

*Why to record my business' location?*

Your business will be added to the map that is freely accessible from any part of the world.

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## » Your contact details

**Full name**

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**Designation**

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**Mobile Number**

*like: 9849012345, 014233733*

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**Email Address (work)**

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**Business Phone Number**

*like: 9849012345, 014233733*

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**Business Email Address**

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**Type of business**

- ☐ Hotel
- ☐ Restaurant and Bar
- ☐ Travel and Tour Operator
- ☐ Handicraft
- ☐ Rafting
- ☐ Trekking
- ☐ Mountaineering
- ☐ Shop/Merchandise
- ☐ Other

**Specify other business type**

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**How long has this been in operation for?**

- ☐ Less than a year
- ☐ 1 to 2 years
- ☐ 3 to 5 years
- ☐ 6 to 10 years
- ☐ 11 years or above

**Is your business a member of any of the following? (Check all that apply)**

- ☐ HAN
- ☐ Hotel Professional Federation of Nepal
- ☐ NARA
- ☐ NATA
- ☐ NMA
- ☐ REBAN
- ☐ TAAN
- ☐ Other

**Specify other**

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**Once again thank you very much for participating in this research.**

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