

Results of Invest Salone's Rapid Tourism Sector COVID-19 Impact Survey

Wednesday 8 July 2020

Context of the survey

- The survey was conducted from **2 July 2020 to 8 July 2020** using the online survey tool, Survey Monkey.
- There were **35** respondents in total.

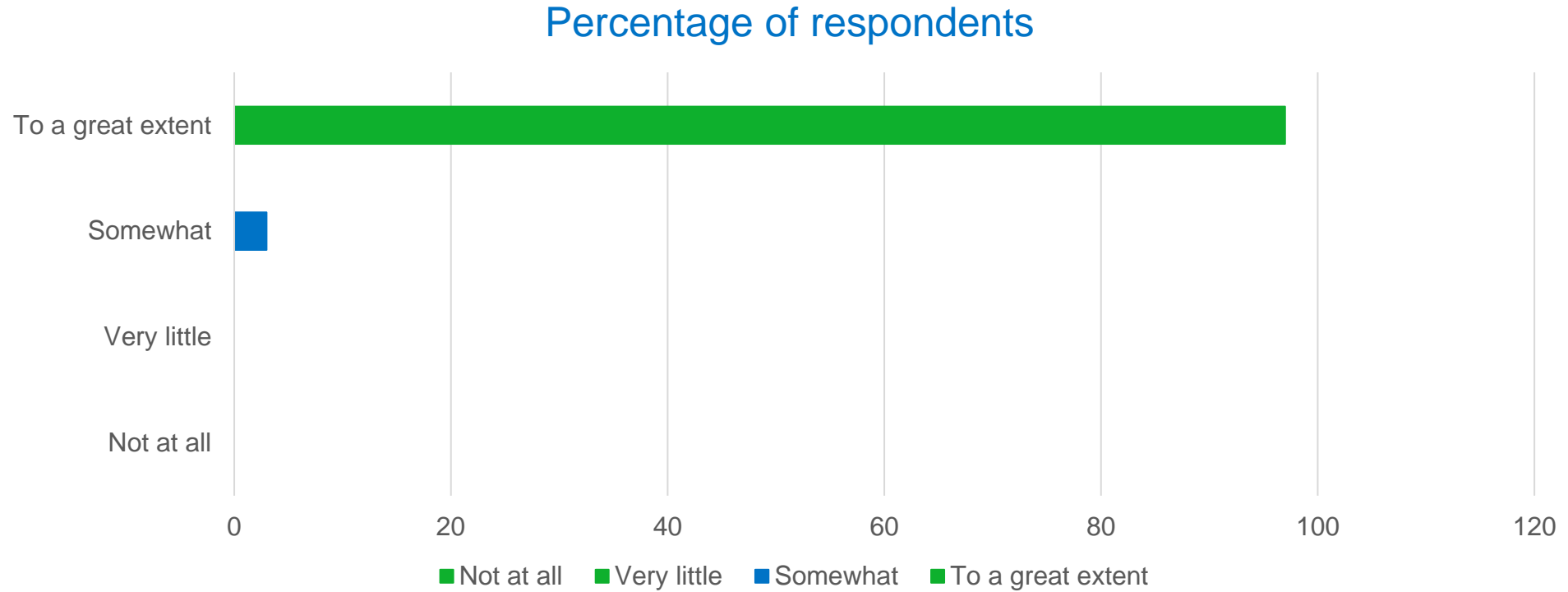
Business sector surveyed

Answer choices	Responses	
Hotel/Guesthouse	78.79%	26
Restaurant/Snack Bar	12.12%	4
Tour Operator	6.06%	2
Bar/Club	3.03%	1
Casino	0.00%	0
Travel Agency	0.00%	0
TOTAL		33

Market segmentation

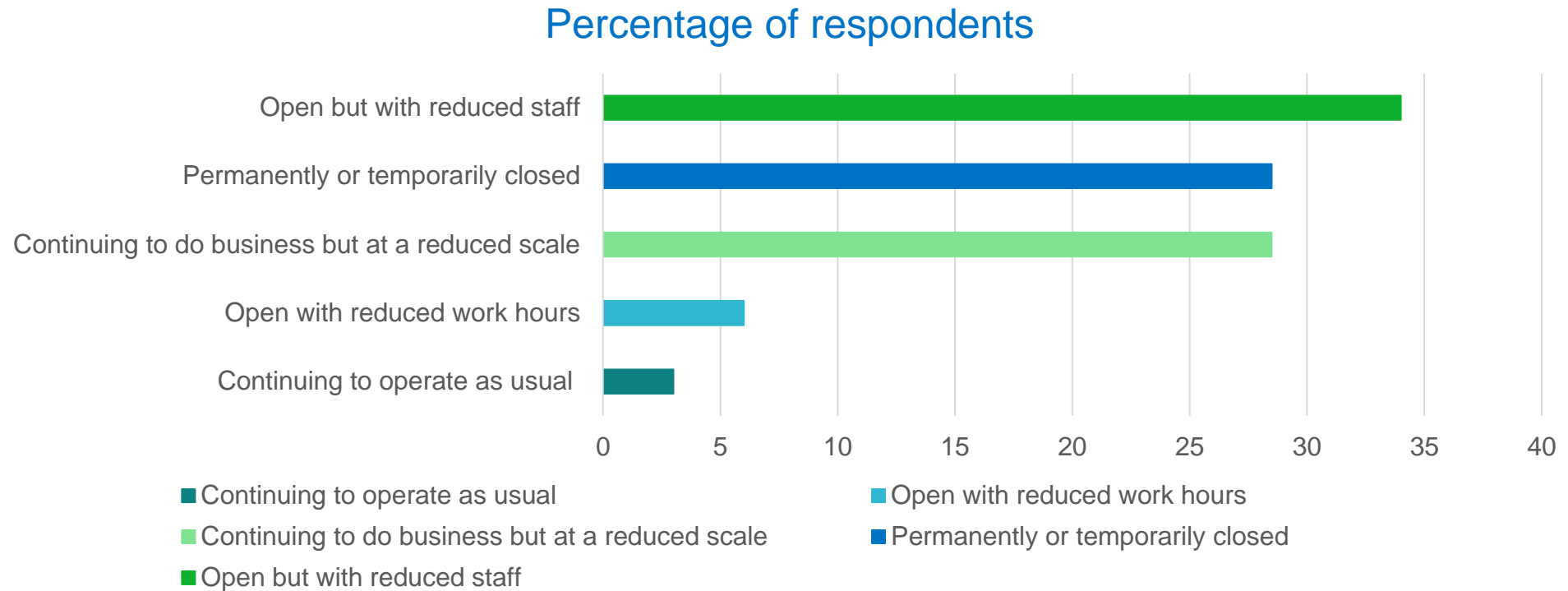
Answer choices	Responses	
Predominantly serving overseas customers/international customers	34.29%	12
Predominantly serving customers from within Freetown/domestic customers including foreigners living in Sierra Leone	54.29%	19
Predominantly serving customers from regions within Sierra Leone, other than where your business is based (domestic tourists)	11.43%	4
TOTAL		35

To what extent has the COVID-19 pandemic outbreak impacted your business?



Most respondents' businesses were greatly impacted by the COVID-19 pandemic, but respondents did not provide greater insights into how.

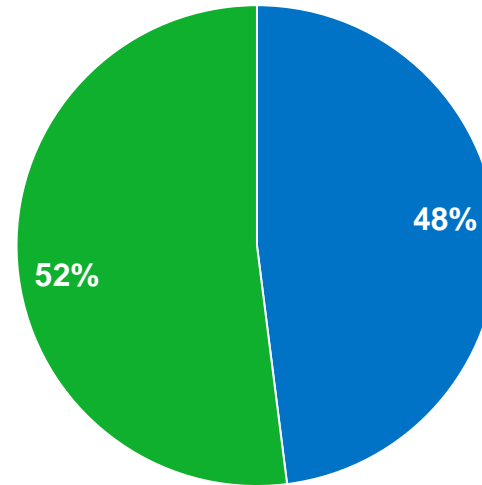
What is the current status of your business?



28% of respondents had permanently or temporarily closed their businesses. For the majority of respondents that continued operations, they had reduced their staff, working hours or scaled down operations.

Have you changed your business activities in response to the COVID-19 pandemic outbreak?

Percentage of respondents



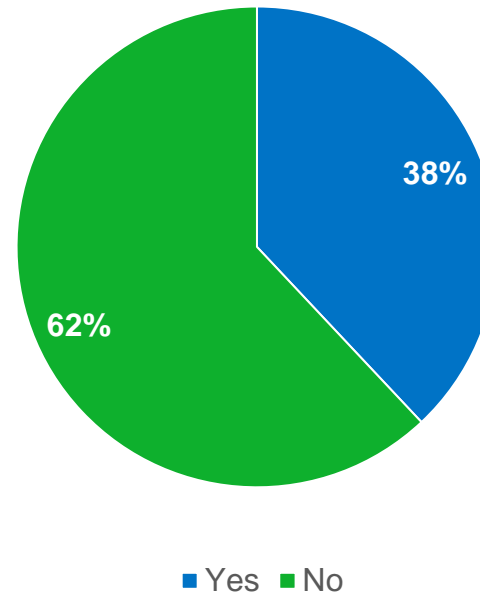
■ Yes ■ No

If yes, how?

Answer choices	Responses	
Switched to operating a delivery service	7.69%	2
Accepting payment by mobile money	7.69%	2
Scaling engagement via social media	23.08%	6
Other (please specify)	61.54%	16
TOTAL		26

Do you currently have any form of loan or other credit facilities to finance your business?

Percentage of respondents

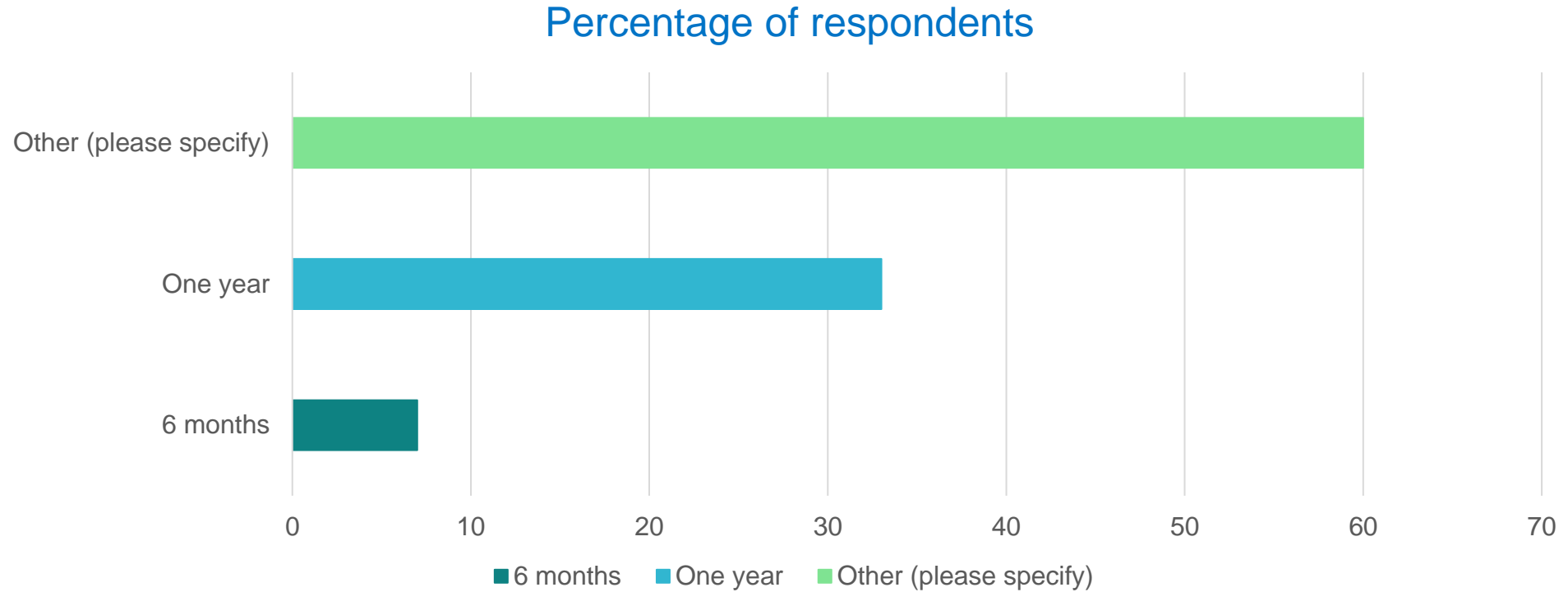


For the respondents who answered 'yes' to having credit facilities, 100% of them have loans.

Respondents' source of loans

Answer choices	Responses	
Commercial bank	61.54%	8
Informal lending from family/friend	38.46%	5
Financial Services Association (FSA)	0.00%	0
Community bank	0.00%	0
Micro-credit providers	0.00%	0
TOTAL		13

What is the tenure (duration) of the loan?



33% of respondents had a tenure on their loans of more than one year with one respondent having a loan of less than 6 months. For lenders in the informal segment there were no fixed payment tenure.

Which of the following best describe your debt situation for now?

Answer choices	Responses	
A) Already missed payments	53.33%	8
B) Likely to miss a repayment within the next three months	46.67%	7
C) Able to continue making my repayments	0.00%	0
TOTAL		15

58.8% of respondents had not discussed with their bank/creditor any loan/debt relief.

For respondents who had engaged with their bank/creditors:

Answer choices	Responses	
Temporary suspension of interest on the loan	10.00%	1
An extension of repayment periods	20.00%	2
Other (please specify)	70.00%	7
TOTAL		10

Other arrangements made for repayments included deferred payments and payments on interest only.

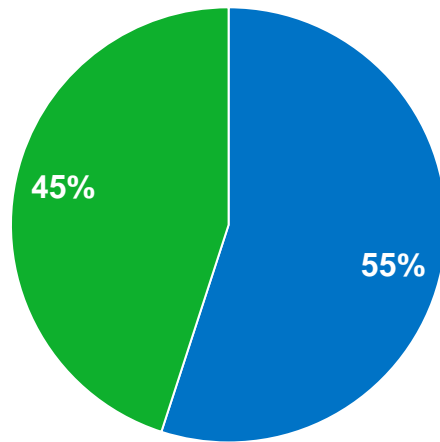
If the government was to intervene, what would be the most desired government intervention for your business?

Answer choices	Responses
Extension of re-payment time left	13.04% 3
Adjustment of interest rates	8.70% 2
Adjustment of monthly payments due	8.70% 2
Suspension of interest rates	0.00% 0
Other (please specify)	69.57% 16
TOTAL	23

Other government interventions recommended were direct support to staff including salaries, tax breaks, grants, loan bail outs and loan repayment extensions.

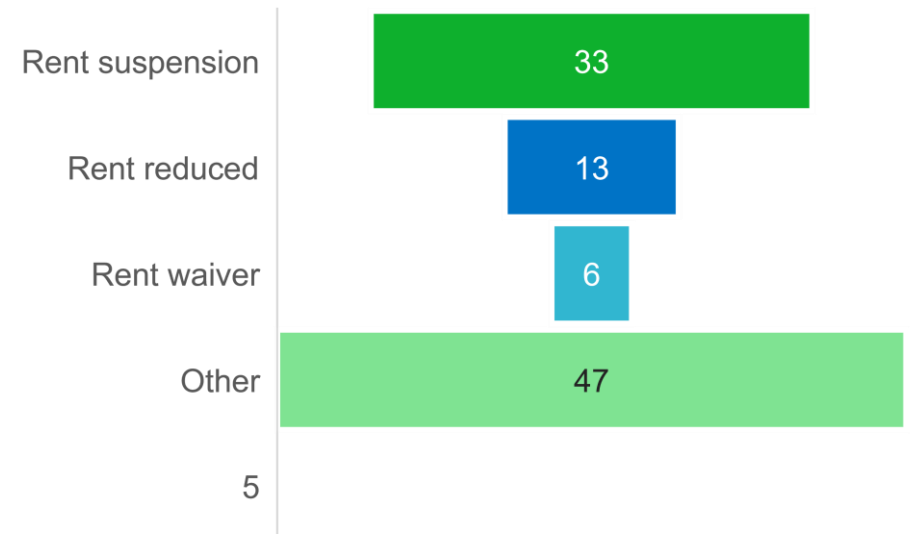
Are you behind on rent payments for your business or likely to fall behind?

Percentage of respondents



■ Yes ■ No

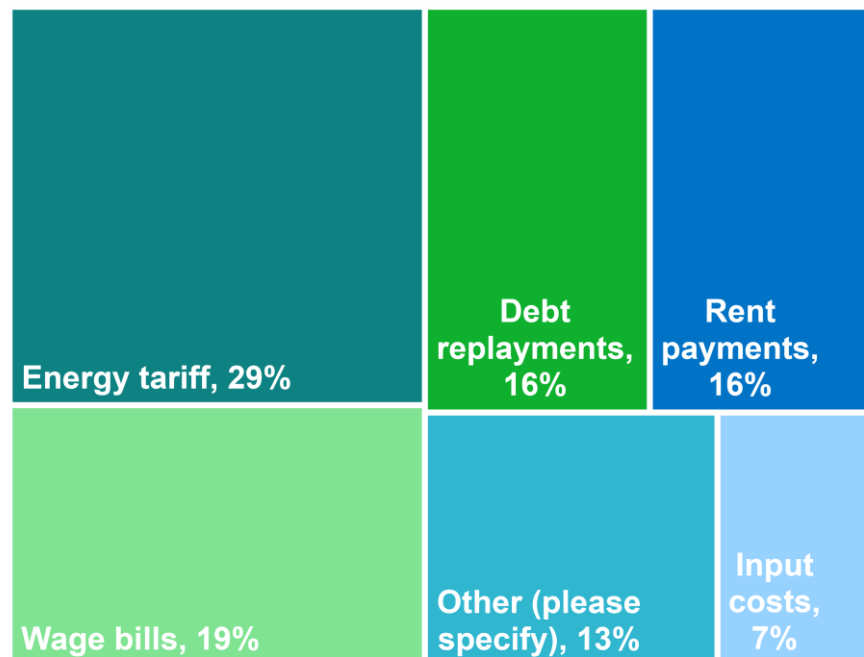
52% of respondents who were struggling to meet their rent had negotiated with their landlords or property owners:



52% of respondents who were struggling to meet their rent obligations had negotiated with their landlords or property owners. With regards to rent, 33% had their rent suspended, 6% waived and 13% reduced. One of the respondents surveyed owned their property, and remaining respondents did not indicate any agreement reached with landlord or property owner.

Which of the following is the biggest burden you currently face as a business?

Percentage of respondents



Answer choices	Responses
Debt repayments	16.13% 5
Rent repayments	16.13% 5
Energy tariff	29.03% 9
Wage bills	19.35% 6
Input costs	6.45% 2
Other (please specify)	12.90% 4
TOTAL	31

Other burdens indicated were tax obligations both at national and local levels.

What is your expected shortfall in revenue in 2020?

Answer choices	Responses	
Greater than 50%	88.57%	31
Between 20% and 50%	8.57%	3
Between 10% and 19%	2.86%	1
Less than 10%	0.00%	0
No shortfall	0.00%	0
TOTAL		35

What is your expected shortfall in revenue in 2021?

Answer choices	Responses	
Greater than 50%	36.36%	12
Between 20% and 50%	48.48%	16
Between 10% and 19%	9.09%	3
Less than 10%	6.06%	2
No shortfall	0.00%	0
TOTAL		33