

# Issues faced by SME due to the COVID-19 pandemic

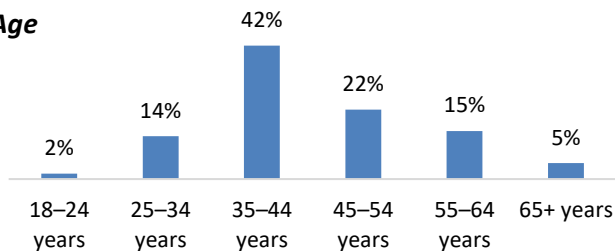
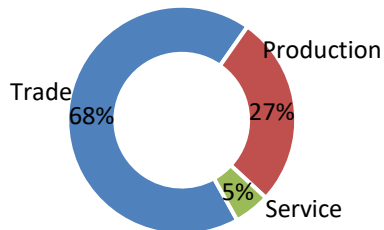
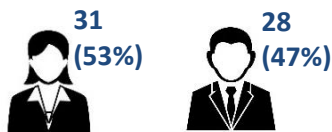
## Ampara

### Gender

### Business sector

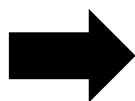
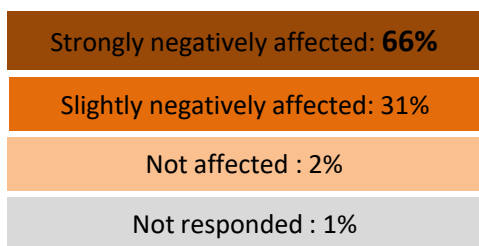
### Age

Responses : 59



### Business Performance

In what way has their business been affected by the COVID-19 pandemic?



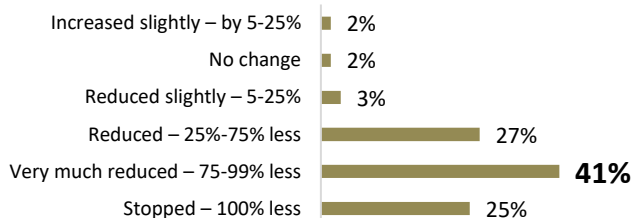
What was the biggest factor that negatively affected your business?

Less raw materials : 34%

Less customers : 54%



What was your sales turnover during the COVID-19 curfew in comparison to pre-curfew situation?



Do you still face the same challenges two months since the end of the curfew?

Yes : 41%

No: 59%

- ✓ Customers are not coming as they were before the Corona period.
- ✓ Less raw materials and increased the price.
- ✓ Imported apparel has been banned, and prices are high.

- ✓ Income is turning into same as before.
- ✓ Business is going well.
- ✓ Raw materials are readily available .

How is your sales turnover now when compared to the time there was a curfew?

Less than before the pandemic started : 54%

Same as before the pandemic started : 42%

More than before the pandemic started : 2%

### Business Operations

During the curfew, how easy was it for you to purchase raw materials for your business?

Could not access raw materials at all : 80%

Access was less than before : 15%

It didn't make a difference and was able to access raw materials as usual : 5%

Are you able to purchase raw materials for your business now?

Access is still less than before : 51%

Can access raw materials the same as before : 42%

Still cannot access raw materials at all. : 7%

Have you been able to identify any new products or services to expand your business during the pandemic?

Yes : 12%

No: 88%



- ✓ Home/Online delivery arrangements
- ✓ Focus on local tourists
- ✓ Started to sell essentials like masks



Have you had to alter your way of marketing/distribution during this pandemic?

**Yes : 42%**

**No: 58%**

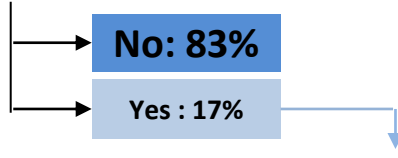
How did you have to alter your way of marketing/distribution?

- ✓ Moved to a home delivery service.
- ✓ Operated as an essential service provider

How did you adjust the pricing of your product/service during this pandemic?

- I had to reduce the prices of my product/service: **20%**
- I made no change to prices of my product/service: **68%**
- I had to increase the prices of my product/service : **12%**

Did you have any staff working for your business prior to the curfew?



What actions did you have to take regarding the staff during the curfew?

- ✓ I laid off all staff and managed on my own
- ✓ No change, I continued with the staff I had

**External Business Support**

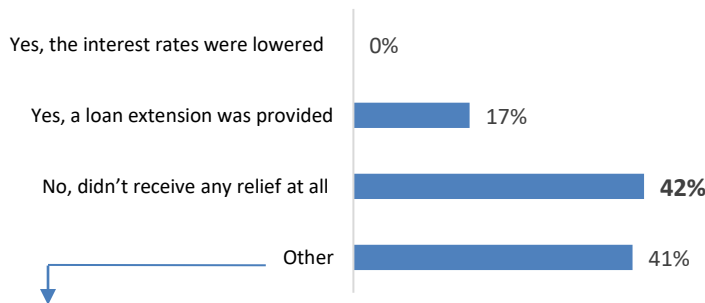
During this pandemic, were the government institutions in your area able to provide services to support the business community?



Are there any government or private institutions currently providing services to support the business community in your area?



If you have a business loan, did you receive any relief from the respective financial institutions?



Among participants who have selected "other", most of them have stated that they have not taken out a business loan.

**93%** of have mentioned that they did not belong to any business or trade association in their area.

**86%** of have mentioned that the business relationships between different ethnic and religious communities since the pandemic began has not changed.

**92%** of have reported that during this pandemic, the relationships they built with other businesses through the INSPIRED project have been useful in continuing your business

**Special adherences to Covid-19 guidelines.**

What actions did your business have to adopt to adhere to the safety guidelines imposed?

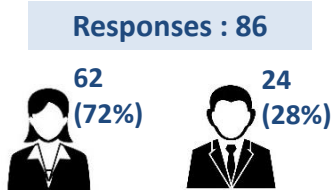
- ✓ Disinfectant equipment was used.
- ✓ Wearing face shield/ facial armor and gloves were maintained.
- ✓ Maintained the distance with everyone.
- ✓ Arranged a washing basin to wash hand and sanitize.
- ✓ Worn masks always.
- ✓ Awareness banners displayed .

If there is a similar situation in the future, what actions would you take to ensure smooth operations of the business?

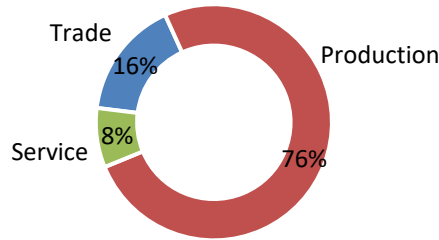
- ✓ Store additional material in accordance with government instructions.
- ✓ Home delivery arrangements.
- ✓ Focus on tourism, targeting local tourists.
- ✓ Move offline business system into online.
- ✓ Taking appropriate precautions to prevents the spread of viruses and other infections.

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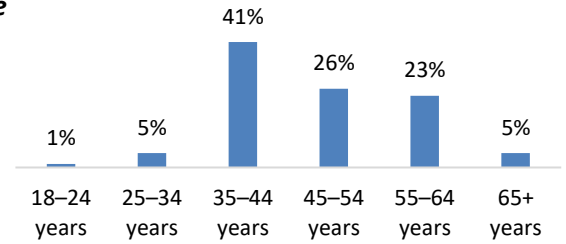
## Gender



## Business sector

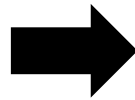
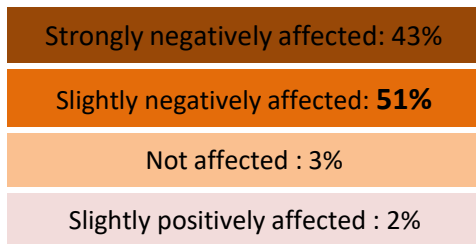


## Age

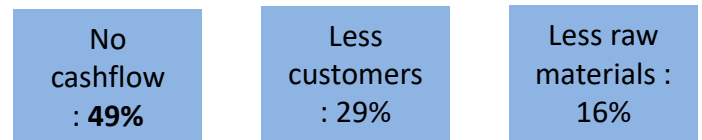


## Business Performance

In what way has their business been affected by the COVID-19 pandemic?



What was the biggest factor that negatively affected your business?



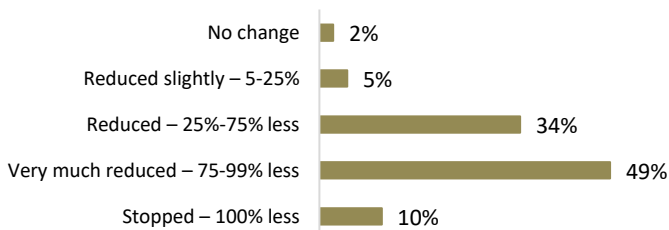
Do you still face the same challenges two months since the end of the curfew?



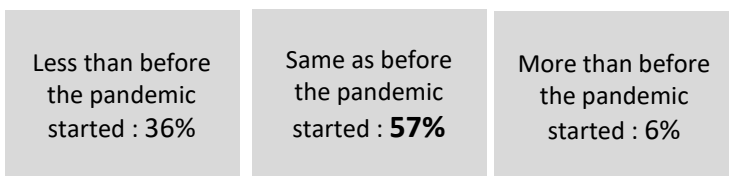
- ✓ Tourism sector has been collapsed.
- ✓ Customers are not coming as they were before
- ✓ Less raw materials.
- ✓ Income is low.
- ✓ Production cost is increased.

- ✓ Customers are coming as normal.
- ✓ Everything is available as before.
- ✓ Business are coming back to normal situation gradually.

What was your sales turnover during the COVID-19 curfew in comparison to pre-curfew situation?

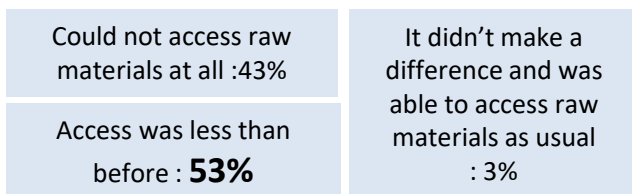


How is your sales turnover now when compared to the time there was a curfew?

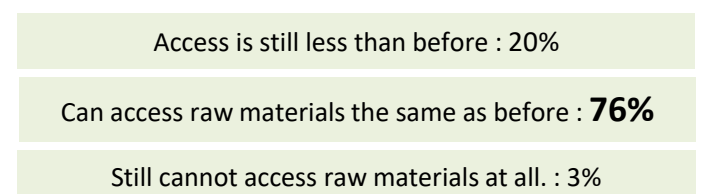


## Business Operations

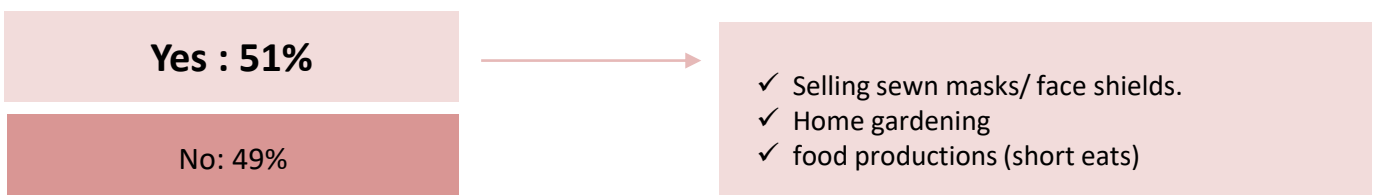
During the curfew, how easy was it for you to purchase raw materials for your business?



Are you able to purchase raw materials for your business now?



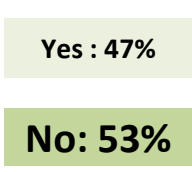
Have you been able to identify any new products or services to expand your business during the pandemic?



- ✓ Selling sewn masks/ face shields.
- ✓ Home gardening
- ✓ food productions (short eats)



Have you had to alter your way of marketing/distribution during this pandemic?

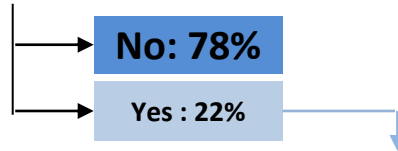


- How did you have to alter your way of marketing/distribution?
- ✓ Completely stopped marketing/distribution
  - ✓ Operated as an essential service provider
  - ✓ Started home delivery

How did you adjust the pricing of your product/service during this pandemic?

- I had to reduce the prices of my product/service: **13%**
- I made no change to prices of my product/service: **43%**
- I had to increase the prices of my product/service : **44%**

Did you have any staff working for your business prior to the curfew?



- What actions did you have to take regarding the staff during the curfew?
- ✓ No change, I continued with the staff I had
  - ✓ I reduced the number of staff

### External Business Support

During this pandemic, were the government institutions in your area able to provide services to support the business community?



How satisfied were you with the support provided by government institutions?

Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied
2%	8%	25%	55%	10%

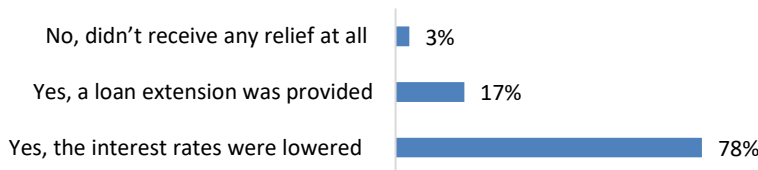
Are there any government or private institutions currently providing services to support the business community in your area?



Most of them have mention that government or private institutions such as Samudhri, Banks, NGOs.... currently providing services to support the business community in their area.

**44%** of have mentioned that they did belong to any business or trade association in their area. Among those who belong to any trade association **82%** have positively satisfied with the support provided by these associations.

If you have a business loan, did you receive any relief from the respective financial institutions?



**74%** of have reported that during this pandemic, the relationships they built with other businesses through the INSPIRED project have been useful in continuing your business

**55%** of have mentioned that the business relationships between different ethnic and religious communities since the pandemic began has increased. **31%** of have mentioned that it has not changed.

### Special adherences to Covid-19 guidelines.

What actions did your business have to adopt to adhere to the safety guidelines imposed?

- ✓ Cleaned and sanitized the areas using for work
- ✓ Maintained the distance with everyone
- ✓ Hand washing facilities, mask, head cover were maintained.
- ✓ Health measures were taken.

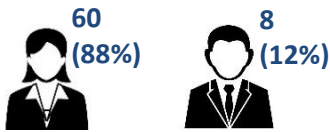
If there is a similar situation in the future, what actions would you take to ensure smooth operations of the business?

- ✓ Store additional materials
- ✓ Switch the business into another which suit for that time period.
- ✓ Home delivery arrangements.
- ✓ Move offline business system into online.
- ✓ Allocate saving to overcome difficulties.
- ✓ Start home gardening.

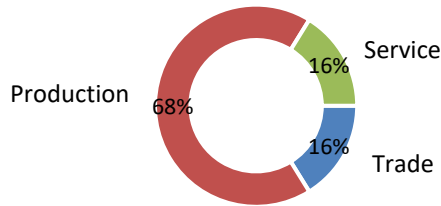
# Issues faced by SME due to the COVID-19 pandemic Trincomalee

## Gender

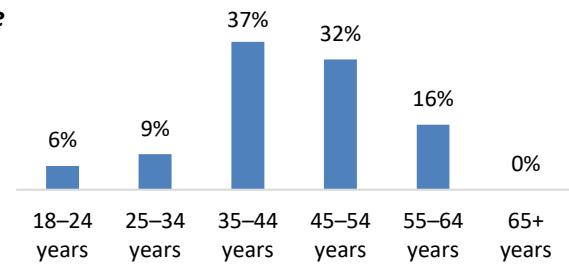
Responses : 68



## Business sector

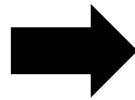
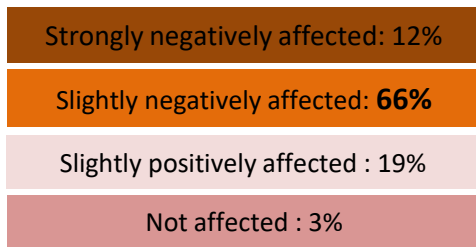


## Age

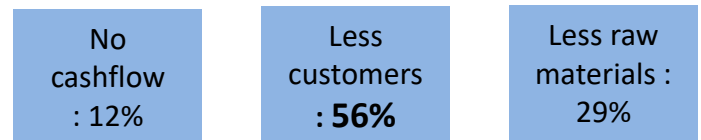


## Business Performance

In what way has their business been affected by the COVID-19 pandemic?



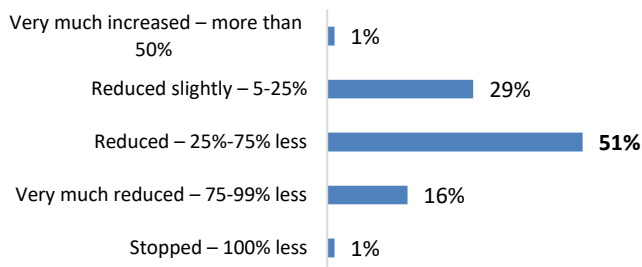
What was the biggest factor that negatively affected your business?



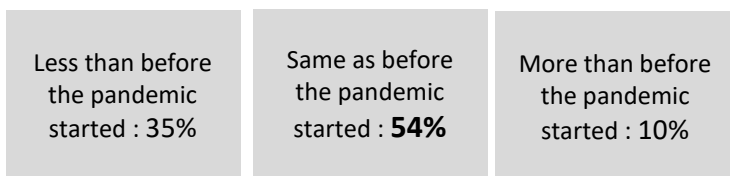
Do you still face the same challenges two months since the end of the curfew?



What was your sales turnover during the COVID-19 curfew in comparison to pre-curfew situation?



How is your sales turnover now when compared to the time there was a curfew?

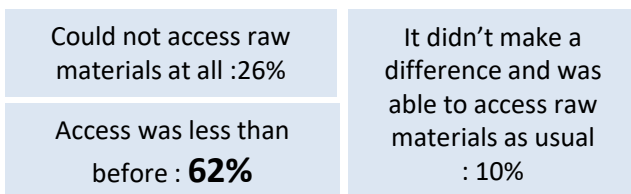


- ✓ Less raw materials.
- ✓ Less income and customers.
- ✓ Poultry feed raw material prices is increased.
- ✓ Hotels sector has been collapsed.
- ✓ Less demand from the market.

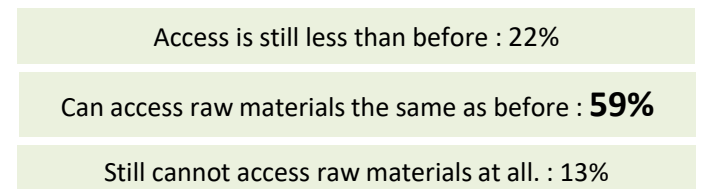
- ✓ Customers are coming as normal.
- ✓ Everything is available as before.
- ✓ Businesses are back to normal situation.

## Business Operations

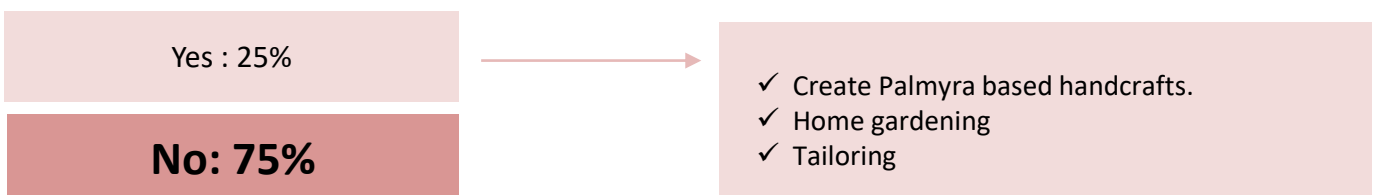
During the curfew, how easy was it for you to purchase raw materials for your business?



Are you able to purchase raw materials for your business now?



Have you been able to identify any new products or services to expand your business during the pandemic?





Have you had to alter your way of marketing/distribution during this pandemic?

**Yes : 50%**

**No: 50%**

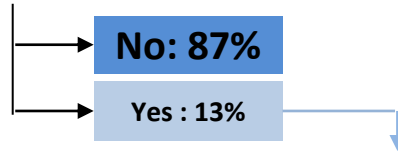
How did you have to alter your way of marketing/distribution?

- ✓ Completely stopped marketing/distribution
- ✓ Operated as an essential service provider
- ✓ Moved to a different geographic location

How did you adjust the pricing of your product/service during this pandemic?

- I had to reduce the prices of my product/service: **31%**
- I made no change to prices of my product/service : **66%**
- I had to increase the prices of my product/service : 3%

Did you have any staff working for your business prior to the curfew?



What actions did you have to take regarding the staff during the curfew?

- ✓ I reduced the number of staff

### External Business Support

During this pandemic, were the government institutions in your area able to provide services to support the business community?



How satisfied were you with the support provided by government institutions?

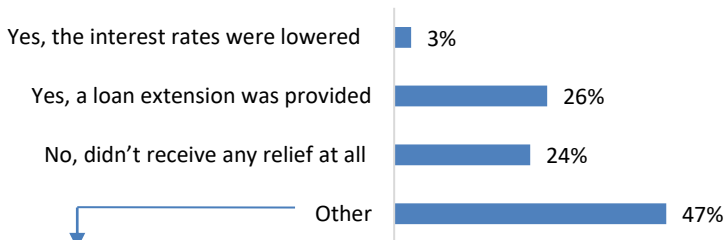
Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied
0%	37%	32%	32%	0%

Are there any government or private institutions currently providing services to support the business community in your area?



Most of them have mention that government or private institutions such as trade associations, farmer's associations.... currently providing services to support the business community in their area.

If you have a business loan, did you receive any relief from the respective financial institutions?



Among participants who have selected "other", many of have stated that no business loans have been obtained.

**88%** of have mentioned that they did belong to any business or trade association in their area.

**96%** of have reported that during this pandemic, the relationships they built with other businesses through the INSPIRED project have been useful in continuing your business

**38%** of have mentioned that the business relationships between different ethnic and religious communities since the pandemic began has increased. **53%** of have mentioned that it has not changed.

### Special adherences to Covid-19 guidelines.

What actions did your business have to adopt to adhere to the safety guidelines imposed?

- ✓ Practice personal hygiene after using the facilities.
- ✓ Maintained the distance with everyone
- ✓ Manufacturing and distributing the products following hygienic methods.
- ✓ Followed coronavirus Guidelines for Business

If there is a similar situation in the future, what actions would you take to ensure smooth operations of the business?

- ✓ Buy and store additional materials
- ✓ Try different products which suit for the situation.
- ✓ Home delivery arrangements.
- ✓ Move offline business system into online.
- ✓ Focusing on home gardening in addition to business.