



**COVID-19 CONCERNS
ONLINE SURVEY OF MISSISSIPPI BUSINESS COMMUNITY
CONDUCTED IN COLLABORATION BY MEC, MEDC & MMA**

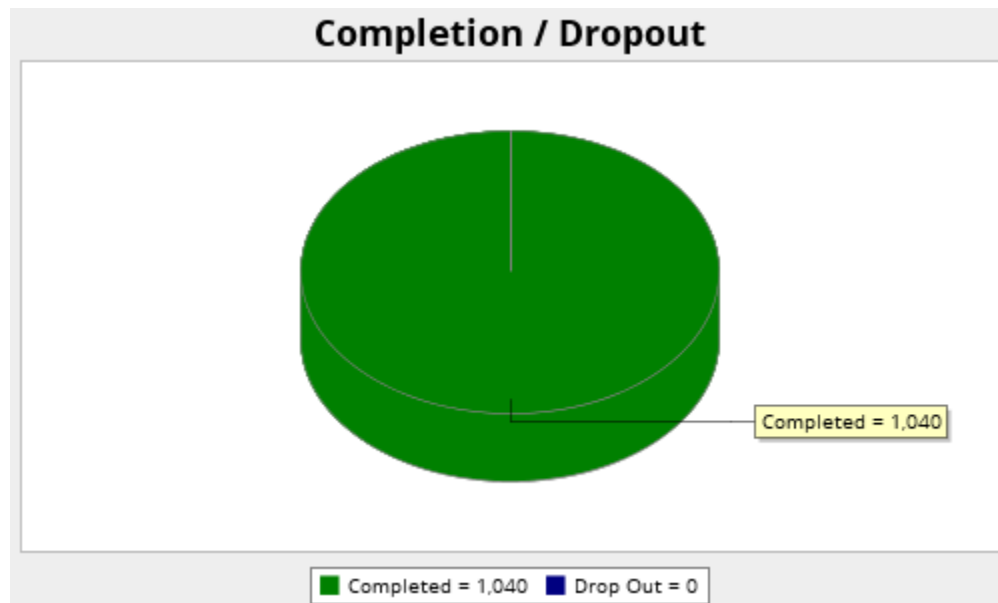
Excerpted Report Date April 30, 2020

Survey Overview

Online survey deployed by Godwin Research on **Wednesday, April 22, closing Friday, April 24 @ 5 p.m.** Emailed to members of MEC, MMA and MEDC (representative of diverse business sectors and interests) to gain insight into statewide across a broad base of community leaders and employers, large and small.

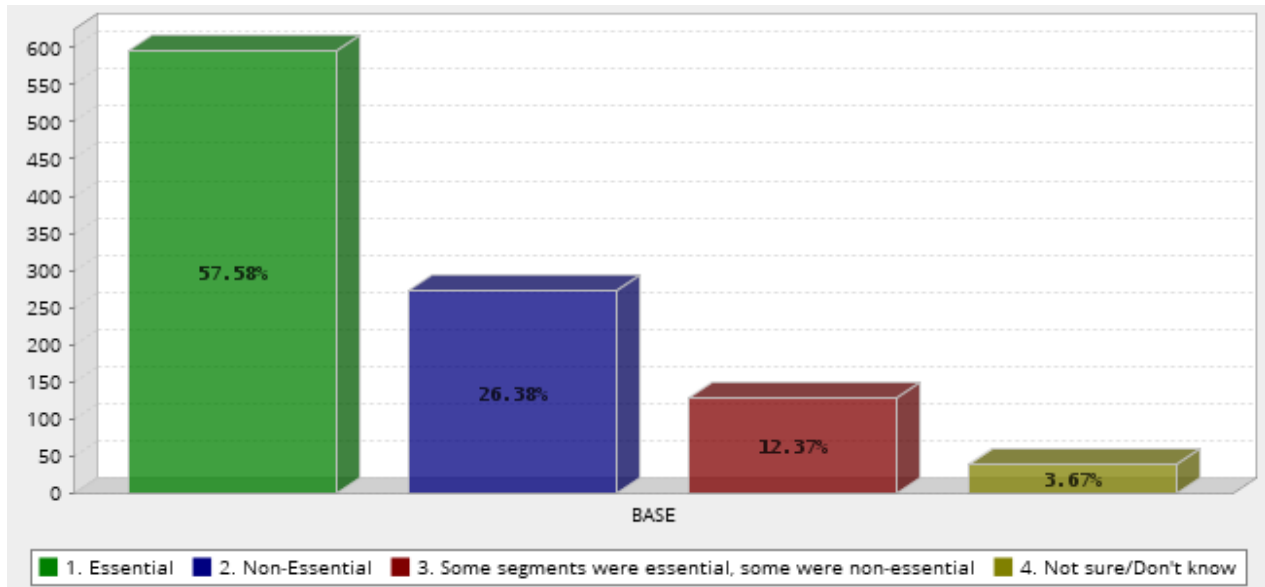
- **Tremendous response rate in 72 hours**
- **1,040 completed surveys** representing concerns and interests of decision-makers of diverse businesses statewide
 - **2,667 viewed survey – 39% completing survey in 72 hours**

Note: Participants were not required to complete every Question to continue with survey. Completed totals numbers do vary, with results remaining at a very high degree of confidence.



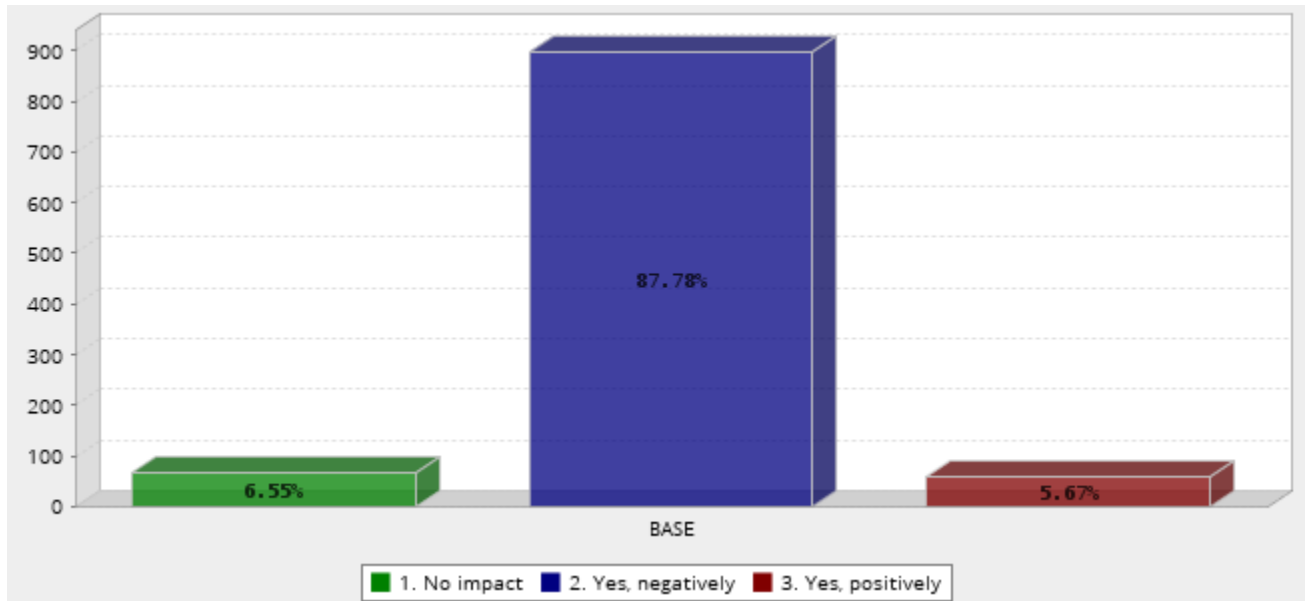
Viewed	Started	Completed	Completion Rate	Drop Out (After Starting)	Average Time to Complete Survey
2667	1040	1040	100%	0	10 minutes

Q1. During the COVID-19 lock-down period, was your organization designated as: (Multiple choice)



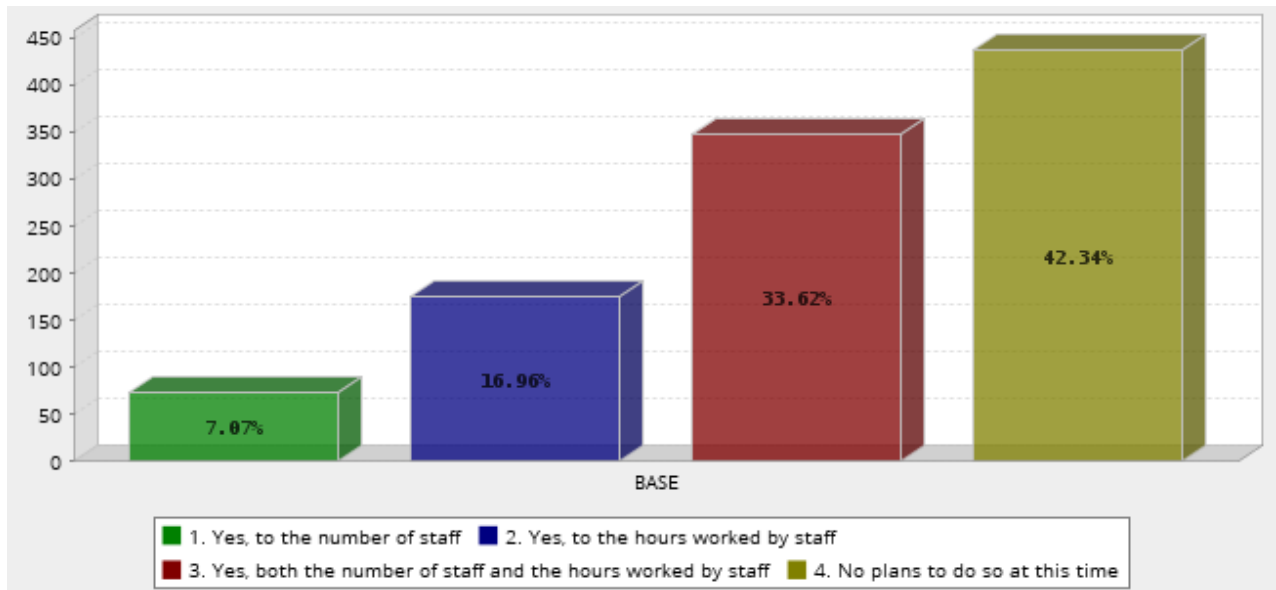
	Answer	Count	Percent
1.	Essential	596	57.58%
2.	Non-Essential	273	26.38%
3.	Some segments were essential, some were non-essential	128	12.37%
4.	Not sure/Don't know	38	3.67%
	Total	1035	100%
	Confidence Interval @ 95%: [1.570 - 1.672]		

Q2. Has the recent outbreak of the coronavirus (COVID-19) directly impacted your organization? (Multiple choice)



	Answer	Count	Percent
1.	No impact	67	6.55%
2.	Yes, negatively	898	87.78%
3.	Yes, positively	58	5.67%
	Total	1023	100%
	Confidence Interval @ 95%: [1.970 - 2.013]		

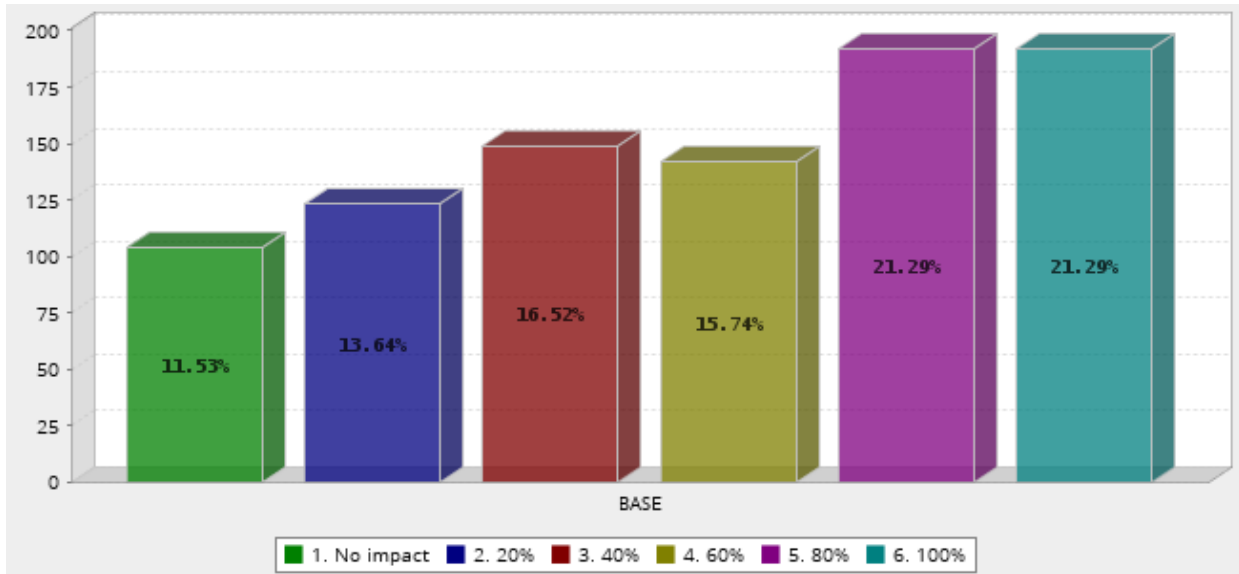
Q3. Are you currently reducing or planning to reduce staff and/or hours?
(Multiple choice)



	Answer	Count	Percent
1.	Yes, to the number of staff	73	7.07%
2.	Yes, to the hours worked by staff	175	16.96%
3.	Yes, both the number of staff and the hours worked by staff	347	33.62%
4.	No plans to do so at this time	437	42.34%
	Total	1032	100%
	Confidence Interval @ 95%: [3.056 - 3.169]		

Q4. Please indicate the impact COVID-19 has had on your organization’s current revenue.

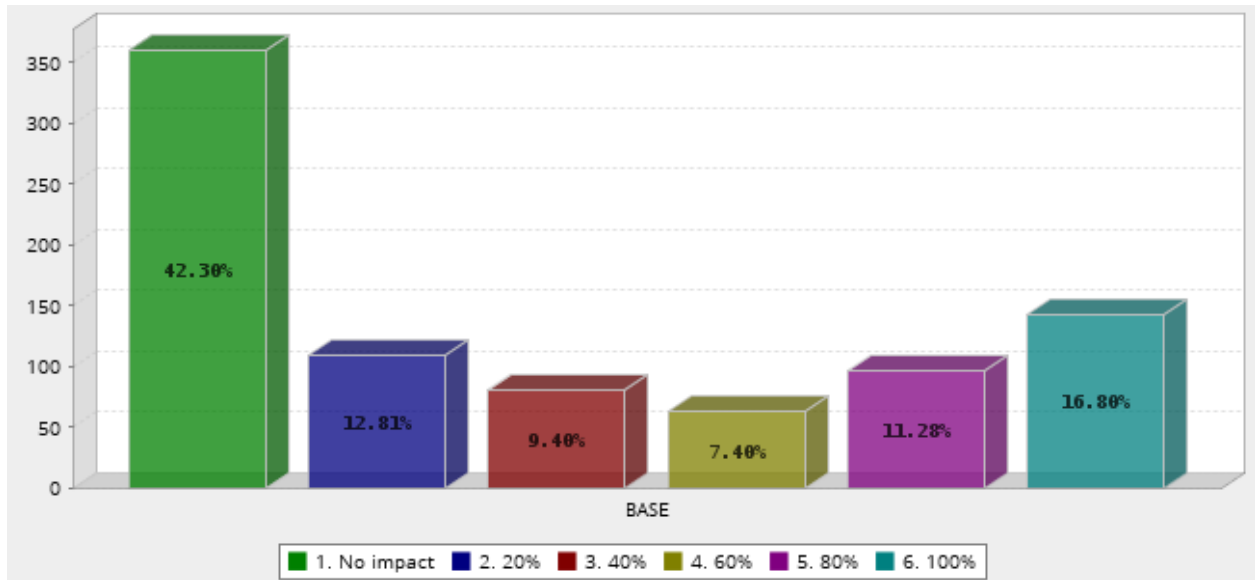
DECREASE:



	Answer	Count	Percent
1.	No impact	104	11.53%
2.	20%	123	13.64%
3.	40%	149	16.52%
4.	60%	142	15.74%
5.	80%	192	21.29%
6.	100%	192	21.29%
	Total	902	100%
	Confidence Interval @ 95% : [3.746 - 3.964]		

Q5. Please indicate the impact COVID-19 has had on your organization’s current employment.

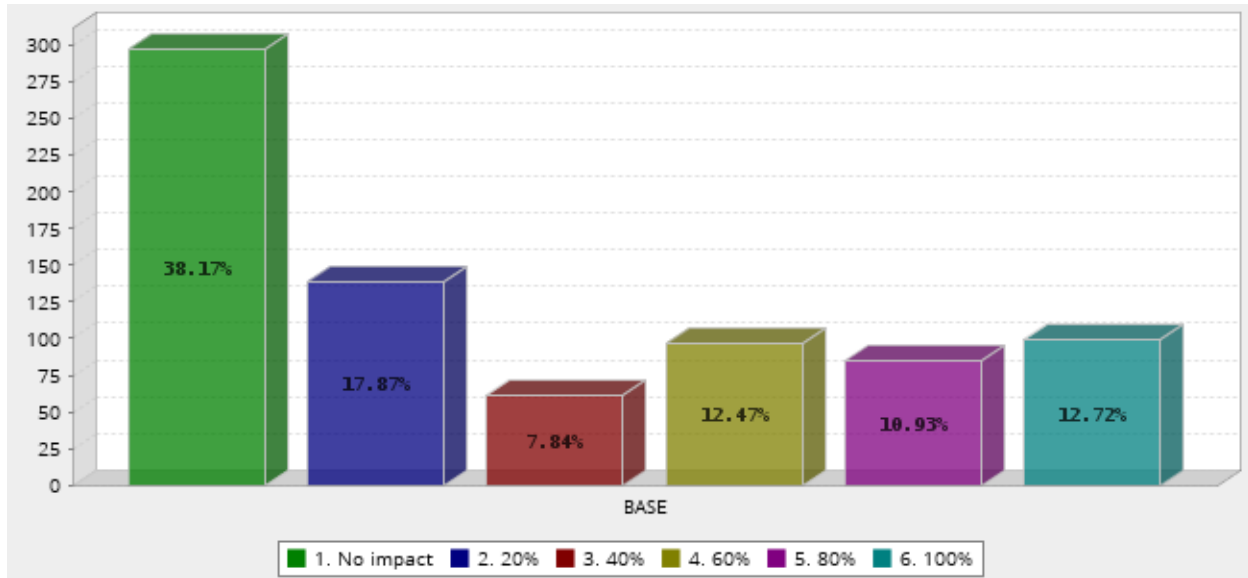
DECREASE:



	Answer	Count	Percent
1.	No impact	360	42.30%
2.	20%	109	12.81%
3.	40%	80	9.40%
4.	60%	63	7.40%
5.	80%	96	11.28%
6.	100%	143	16.80%
	Total	851	100%
	Confidence Interval @ 95%: [2.698 - 2.961]		

Q6. Please indicate the impact you estimate COVID-19 will have on your organization’s employment over the next 30-60 days.

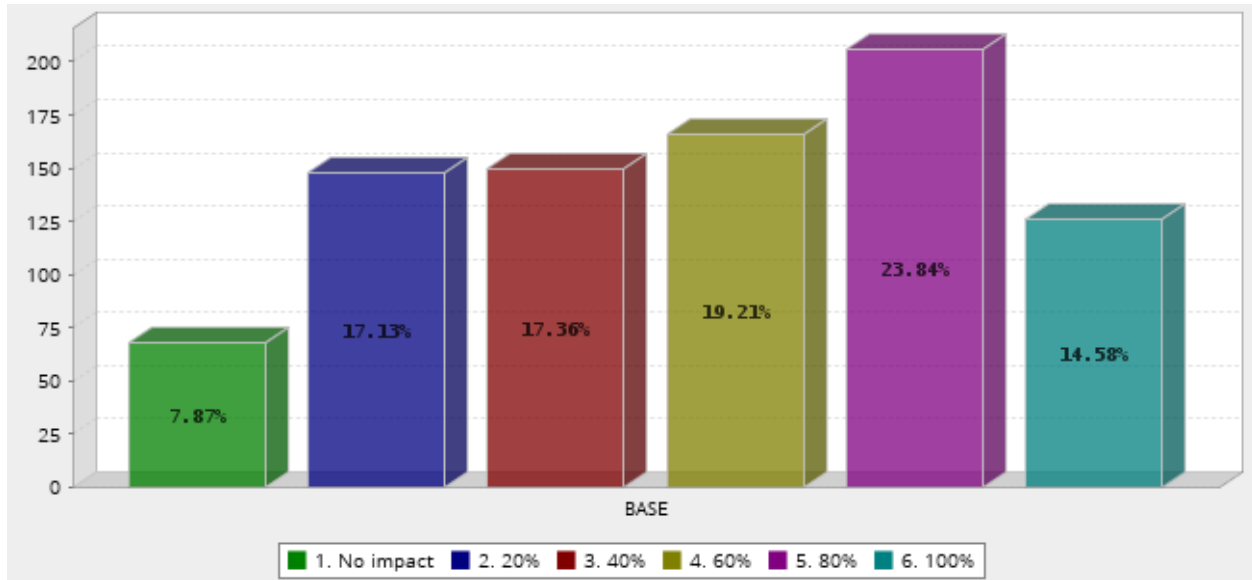
DECREASE:



	Answer	Count	Percent
1.	No impact	297	38.17%
2.	20%	139	17.87%
3.	40%	61	7.84%
4.	60%	97	12.47%
5.	80%	85	10.93%
6.	100%	99	12.72%
	Total	778	100%
	Confidence Interval @ 95%: [2.654 - 2.912]		

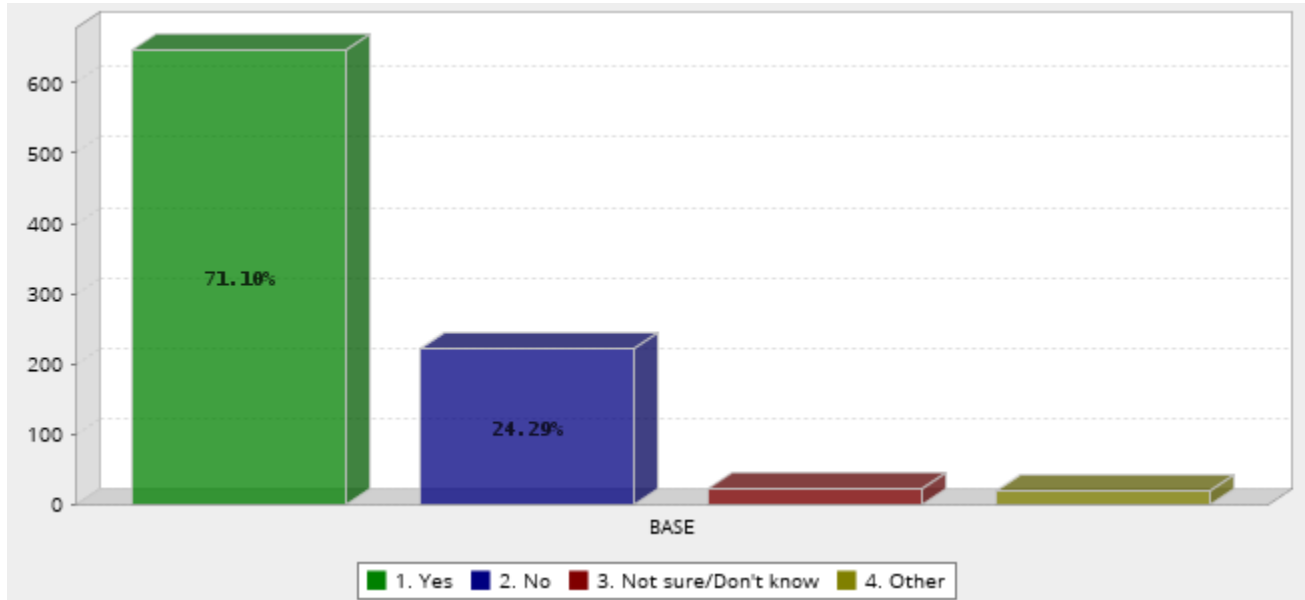
Q7. Please indicate the impact you estimate COVID-19 will have on your organization’s revenue over the next 30 to 60 days.

DECREASE:



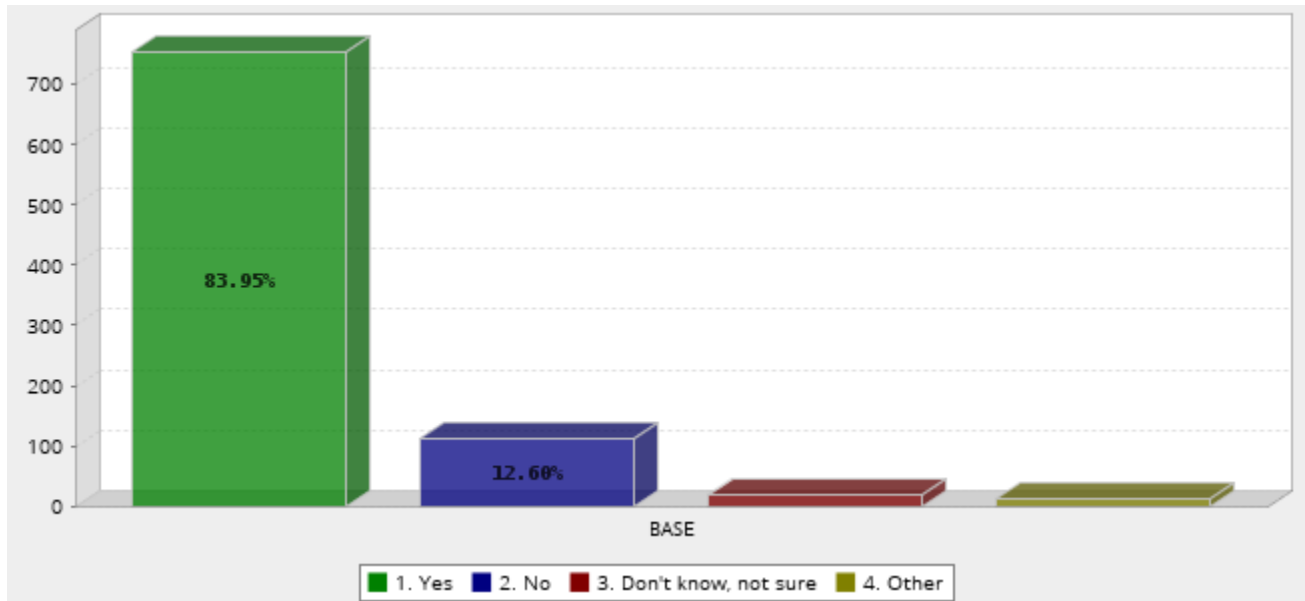
Answer	Count	Percent
1. No impact	68	7.87%
2. 20%	148	17.13%
3. 40%	150	17.36%
4. 60%	166	19.21%
5. 80%	206	23.84%
6. 100%	126	14.58%
Total	864	100%
Confidence Interval @ 95%: [3.676 - 3.880]		

Q8. Has your organization placed any restrictions on your employees entering the workplace? (Multiple choice)



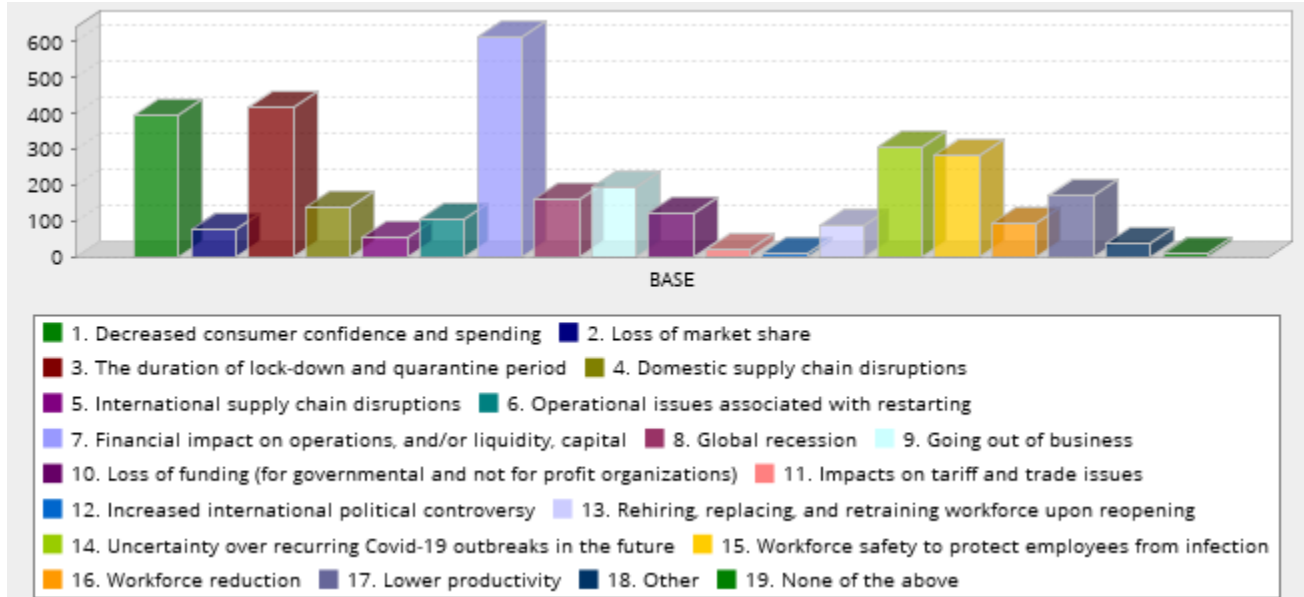
	Answer	Count	Percent
1.	Yes	647	71.10%
2.	No	221	24.29%
3.	Not sure/Don't know	23	2.53%
4.	Other	19	2.09%
	Total	910	100%
	Confidence Interval @ 95%: [1.315 - 1.397]		

Q9. Has your organization placed any restrictions on any non-employees entering your place of business or facilities? (Multiple choice)



	Answer	Count	Percent
1.	Yes	753	83.95%
2.	No	113	12.60%
3.	Don't know, not sure	18	2.01%
4.	Other	13	1.45%
	Total	897	100%
	Confidence Interval @ 95%: [1.174 - 1.245]		

Q10. Please select your organization’s top three concerns regarding the impact of COVID-19. (Multiple choice, up to three selections)



	Answer	Count	Percent
1.	Decreased consumer confidence and spending	394	12.00%
2.	Loss of market share	77	2.35%
3.	The duration of lock-down and quarantine period	415	12.64%
4.	Domestic supply chain disruptions	139	4.23%
5.	International supply chain disruptions	54	1.64%
6.	Operational issues associated with restarting	105	3.20%
7.	Financial impact on operations, and/or liquidity, capital	613	18.67%
8.	Global recession	162	4.93%
9.	Going out of business	193	5.88%
10.	Loss of funding (for governmental and not for profit organizations)	123	3.75%
11.	Impacts on tariff and trade issues	18	0.55%
12.	Increased international political controversy	11	0.34%
13.	Rehiring, replacing, and retraining workforce upon reopening	86	2.62%
14.	Uncertainty over recurring Covid-19 outbreaks in the future	306	9.32%
15.	Workforce safety to protect employees from infection	281	8.56%
16.	Workforce reduction	92	2.80%
17.	Lower productivity	169	5.15%
18.	Other	35	1.07%
19.	None of the above	10	0.30%
	Total	3283	100%
	Confidence Interval @ 95%: [8.021 - 8.376]		



Q10. Consolidated Responses – Top Three Concerns for impact of COVID-19.

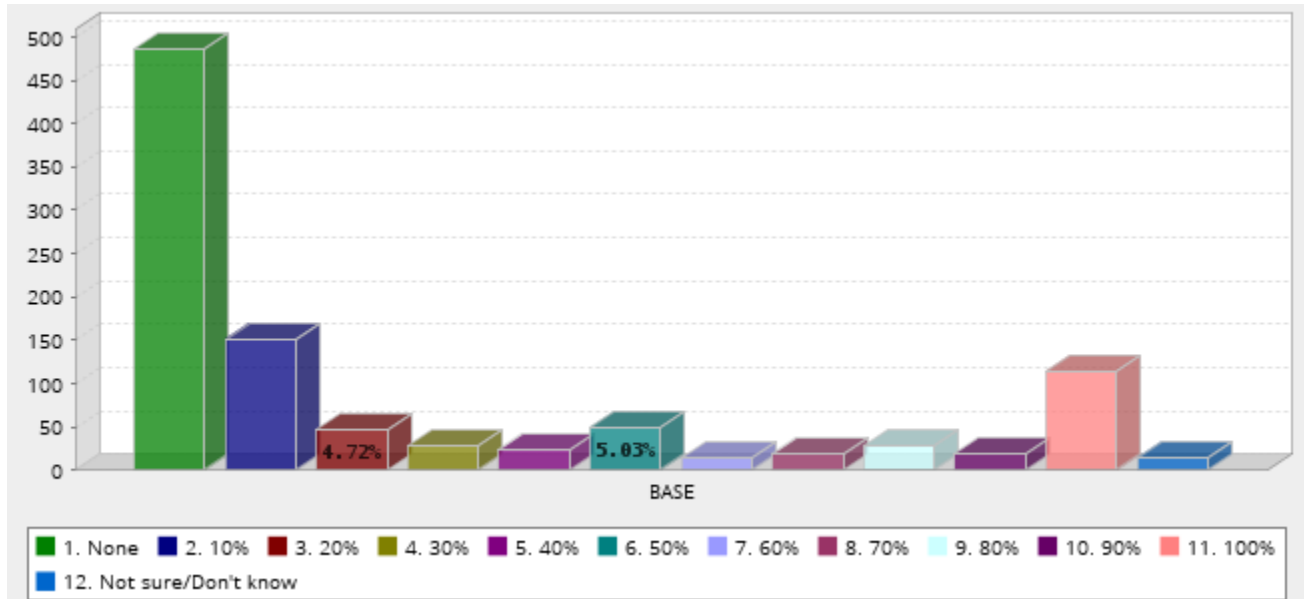
Business Financial, Market Concerns	44.87%
Financial impact on operations, and/or liquidity, capital	
Going out of business	
Lower productivity	
Domestic supply chain disruption	
Loss of funding (governmental and non-profit organizations)	
Operational issues associated with restarting	
Loss of market share	
International supply chain disruptions	
COVID-19 Concerns	21.96%
The duration of lock-down and quarantine period	
Uncertainty over recurring Covid-19 outbreaks in the future	
Workforce Concerns	13.98%
Workforce safety to protect employees from infection	
Workforce reduction concerns	
Rehiring, replacing, and retraining workforce upon reopening	
Consumer Concern	12%
Decreased consumer confidence and spending	
Global Concerns	5.82%
Global recession	
Impacts on tariff and trade issues	
Increased international political controversy	



Order of Concerns *(by respondent %)*

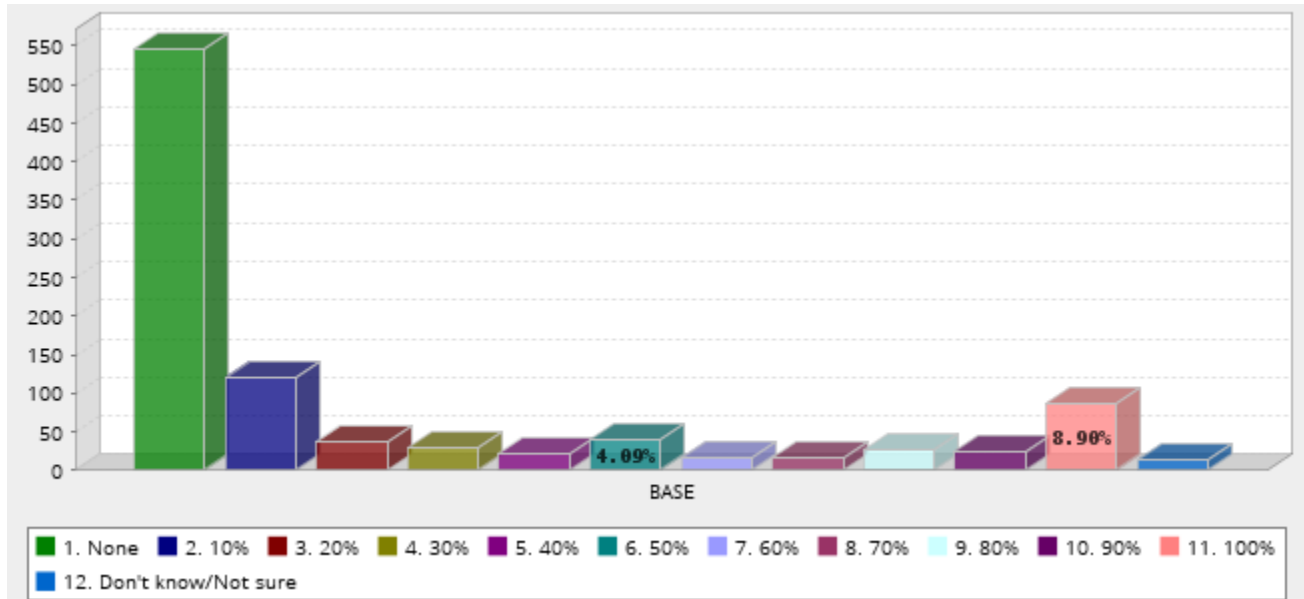
1. Financial impact on operations, and/or liquidity, capital
2. The duration of lock-down and quarantine period
3. Decreased consumer confidence and spending
4. Uncertainty over recurring Covid-19 outbreaks in the future
5. Workforce safety to protect employees from infection
6. Going out of business
7. Lower productivity
8. Global recession
9. Domestic supply chain disruption
10. Loss of funding (governmental and non-profit organizations)
11. Operational issues associated with restarting
12. Workforce reduction concerns
13. Rehiring, replacing, and retraining workforce upon reopening
14. Loss of market share
15. International supply chain disruptions
16. Impacts on tariff and trade issues
17. Increased international political controversy

Q11. Estimate the percentage of your organization's employees who are able to work remotely. (Select from drop-down list)



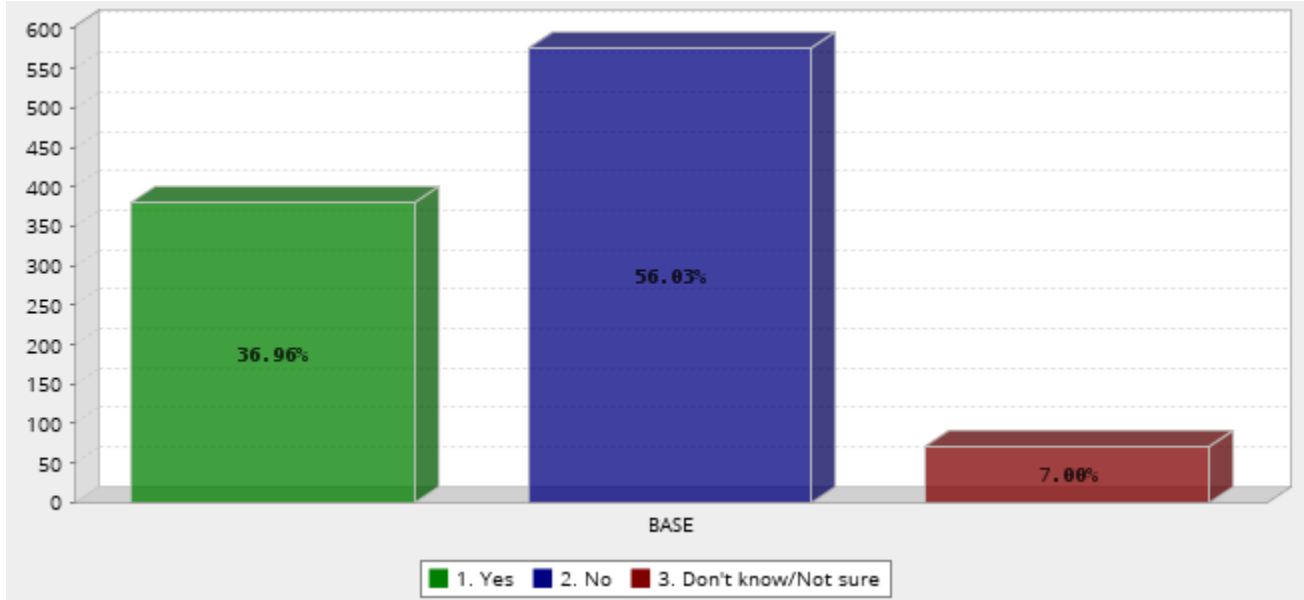
	Answer	Count	Percent
1.	None	486	48.84%
2.	10%	152	15.28%
3.	20%	47	4.72%
4.	30%	28	2.81%
5.	40%	23	2.31%
6.	50%	50	5.03%
7.	60%	14	1.41%
8.	70%	18	1.81%
9.	80%	28	2.81%
10.	90%	19	1.91%
11.	100%	115	11.56%
12.	Not sure/Don't know	15	1.51%
	Total	995	100%
	Confidence Interval @ 95%: [3.376 - 3.834]		

Q12. Estimate the percentage of your organization’s employees that are currently working remotely. (Select from drop-down list)



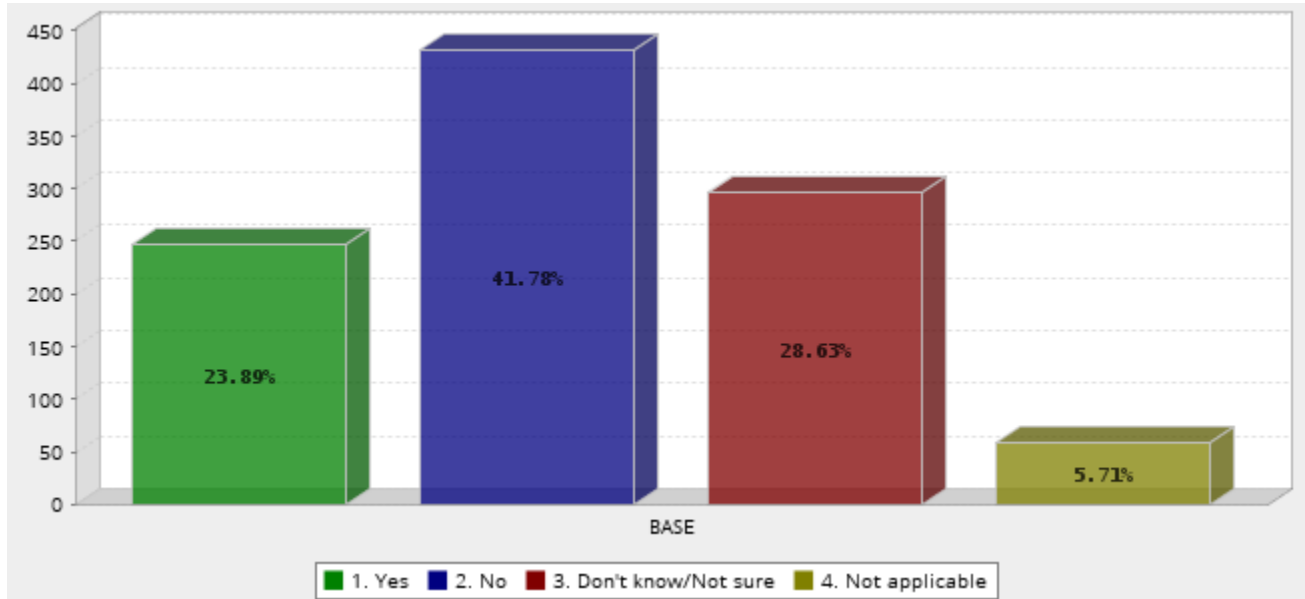
	Answer	Count	Percent
1.	None	546	55.83%
2.	10%	121	12.37%
3.	20%	36	3.68%
4.	30%	29	2.97%
5.	40%	21	2.15%
6.	50%	40	4.09%
7.	60%	17	1.74%
8.	70%	16	1.64%
9.	80%	26	2.66%
10.	90%	25	2.56%
11.	100%	87	8.90%
12.	Don't know/Not sure	14	1.43%
	Total	978	100%
	Confidence Interval @ 95%: [3.064 - 3.507]		

Q13. Has your organization or business received any benefits from the initial wave of federal assistance programs? Please exclude the \$1,200 stimulus check benefit. (Multiple Choice)



	Answer	Count	Percent
1.	Yes	380	36.96%
2.	No	576	56.03%
3.	Don't know/Not sure	72	7.00%
	Total	1028	100%
	Confidence Interval @ 95%: [1.664 - 1.737]		

Q14. Will you need support or advice before applying for any federal business support programs? (Multiple choice)



	Answer	Count	Percent
1.	Yes	247	23.89%
2.	No	432	41.78%
3.	Don't know/Not sure	296	28.63%
4.	Not applicable	59	5.71%
	Total	1034	100%
	Confidence Interval @ 95%: [2.110 - 2.214]		

Q15 – Q17: CONDENSED FOR BREVIETY OF OPEN-ENDED QUESTIONS

Q15. What assistance or resources would be helpful to your organization to recover from COVID-19. For example, business loans and grants, opportunities to defer payments, support for employees? (Open ended)

- Loans, PPP
- Grants instead of taking on any additional debt
- Payment deferment overall, with rent and utilities specifically mentioned
- Some identified changes to payroll and other taxes would be beneficial
- Employee support
- Extension of PPP, availability of childcare allowing employees to return to work, availability of PPE, family assistance and training opportunities
- Action to allow economy to reopen/get people (especially small business) back to work

Q16. What are the top three things your business will have to do to recover from COVID-19?

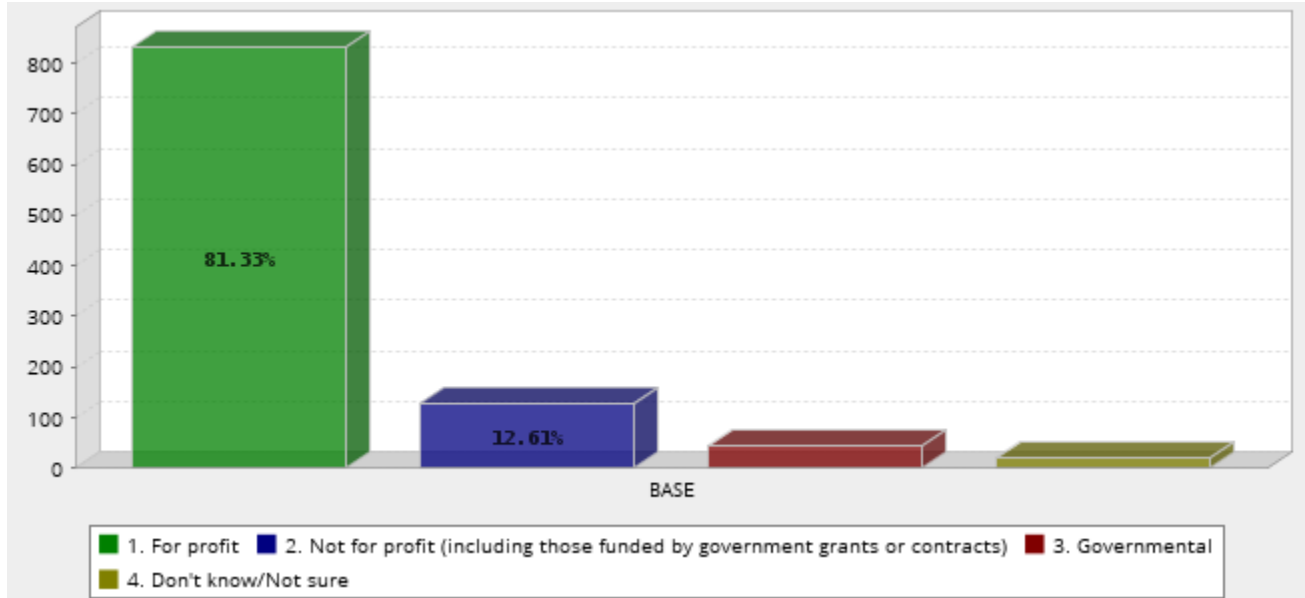
- Expense reduction, secure loans, grants, new capital
- Increase sales, rebuild market share; reengage with consumers/clients, restore their confidence
- Employee topics-rehire, retention, safe work environment (with concerns about liability)

Q17. What are the top three things the State of Mississippi can do to help your business recover from COVID-19?

Responses to this varied, more so than in previous questions. Themes include:

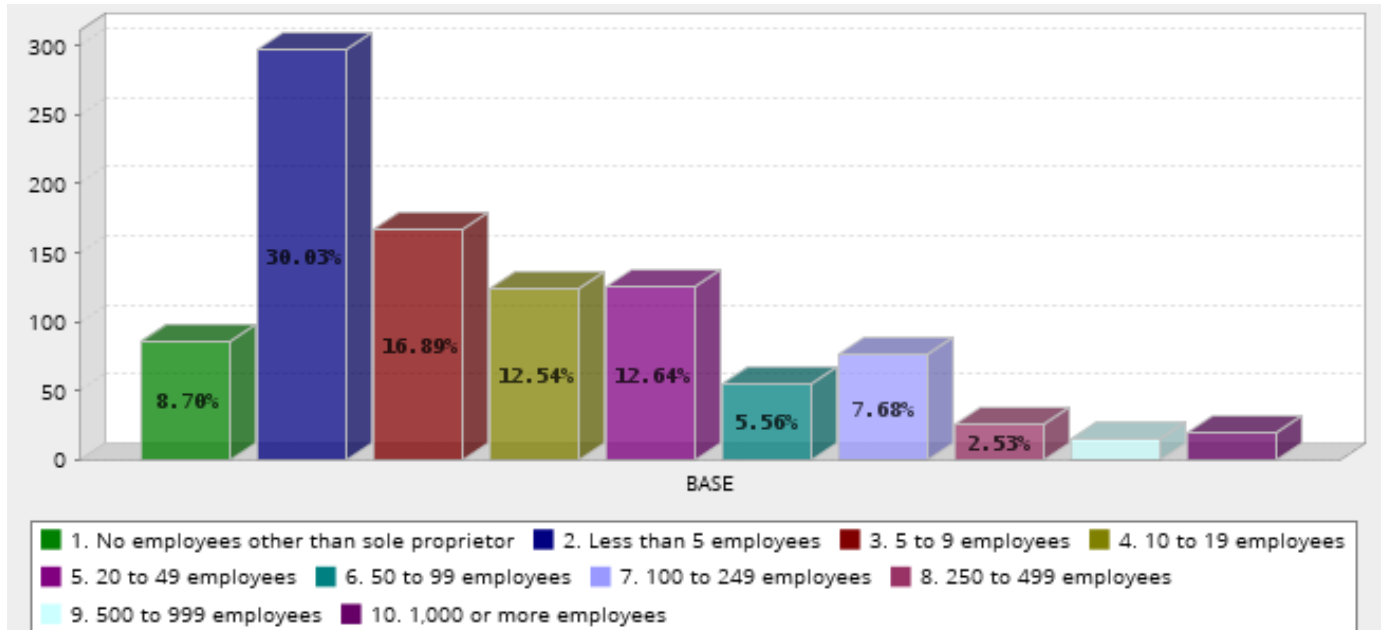
- Money from grants, access to forgiven or low-interest business loans, payment deferral (rent, utilities, loans specified)
- Tax payment deferral
- Need assured access to PPE for businesses, yet concerned about risk for liability/lawsuits by providing PPE, but possibly someone may still become infected
- Need for better informational resources to help given rapidly changing stimulus, sheltering and infection control opportunities and directions
- Need for improved responsiveness by state agencies

Q18. Which ownership type best describes your organization? (Multiple choice)



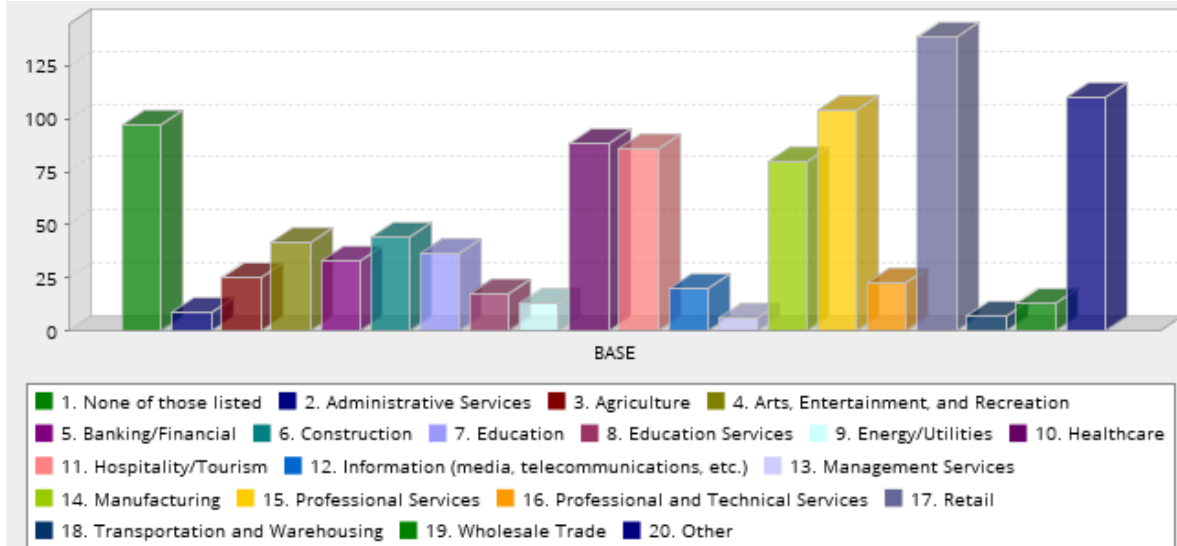
	Answer	Count	Percent
1.	For profit	832	81.33%
2.	Not for profit (including those funded by government grants or contracts)	129	12.61%
3.	Governmental	43	4.20%
4.	Don't know/Not sure	19	1.86%
	Total	1023	100%
	Confidence Interval @ 95%: [1.228 - 1.304]		

Q19. In February of 2020, what was your organization's total monthly employment at your main location? (Select from drop-down list)



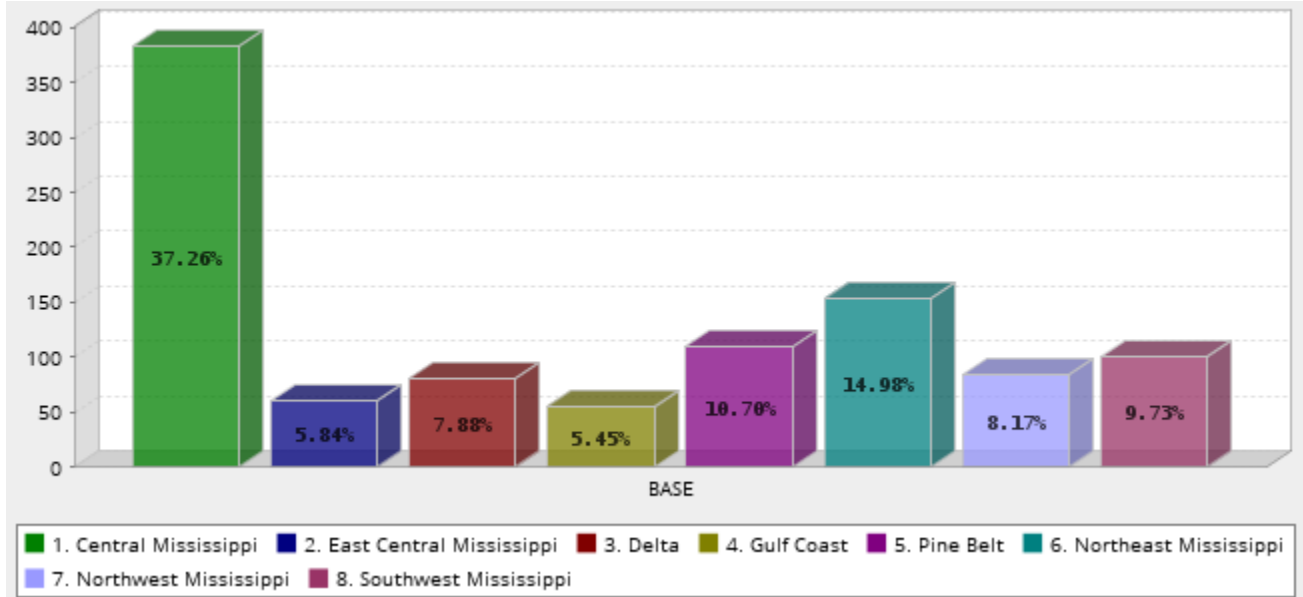
	Answer	Count	Percent
1.	No employees other than sole proprietor	86	8.70%
2.	Less than 5 employees	297	30.03%
3.	5 to 9 employees	167	16.89%
4.	10 to 19 employees	124	12.54%
5.	20 to 49 employees	125	12.64%
6.	50 to 99 employees	55	5.56%
7.	100 to 249 employees	76	7.68%
8.	250 to 499 employees	25	2.53%
9.	500 to 999 employees	15	1.52%
10.	1,000 or more employees	19	1.92%
	Total	989	100%
	Confidence Interval @ 95%: [3.596 - 3.864]		

Q20. Please indicate the primary operating sector for your organization.



	Answer	Count	Percent
1.	None of those listed	97	9.77%
2.	Administrative Services	9	0.91%
3.	Agriculture	25	2.52%
4.	Arts, Entertainment, and Recreation	42	4.23%
5.	Banking/Financial	33	3.32%
6.	Construction	44	4.43%
7.	Education	37	3.73%
8.	Education Services	18	1.81%
9.	Energy/Utilities	13	1.31%
10.	Healthcare	88	8.86%
11.	Hospitality/Tourism	86	8.66%
12.	Information (media, telecommunications, etc.)	20	2.01%
13.	Management Services	6	0.60%
14.	Manufacturing	80	8.06%
15.	Professional Services	104	10.47%
16.	Professional and Technical Services	23	2.32%
17.	Retail	138	13.90%
18.	Transportation and Warehousing	7	0.70%
19.	Wholesale Trade	13	1.31%
20.	Other	110	11.08%
	Total	993	100%
	Confidence Interval @ 95%: [11.129 - 11.868]		

Q21. Please indicate the location of your primary operation. (Multiple choice)



	Answer	Count	Percent
1.	Central Mississippi	383	37.26%
2.	East Central Mississippi	60	5.84%
3.	Delta	81	7.88%
4.	Gulf Coast	56	5.45%
5.	Pine Belt	110	10.70%
6.	Northeast Mississippi	154	14.98%
7.	Northwest Mississippi	84	8.17%
8.	Southwest Mississippi	100	9.73%
	Total	1028	100%
	Confidence Interval @ 95%: 3.571 - 3.885]		