



Main findings of 'COVID-19 Business Pulse Survey in Palestine (March-May,2021)'

September 2021

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Introduction

The world is witnessing rapid changes resulting from the Coronavirus pandemic (COVID-19), where it is affecting all aspects of life; it is quite obvious that such effects have negatively impacted the economic, social, environmental and health conditions. This critical situation has imposed tough challenges against the Palestinian economy that would require observation, following up and monitoring the Palestinian establishments' economic conditions during the pandemic in order to measure the size of changes that have occurred on those establishments' economic conditions, as well as being comparable with normal and exceptional conditions. To that end, the Palestinian Central Bureau of Statistics (PCBS) took the responsibility of implementing the COVID-19 Business Pulse Survey; second round as well as providing necessary data to meet the needs of policy and decision makers from both the private and public sectors, in addition to civil society and international establishments in a manner that contributes to developing programs and interventions that can mitigate the impacts and consequences of this pandemic.

The aim of the COVID-19 Business Pulse Survey, 2021 is to assess the dynamics of the impacts of COVID-19 on small, medium and large establishments in Palestine for the reference period starting March to May 2021. Despite the closure of borders around the world and the aggressive containment measures, the Coronavirus (COVID-19) continues to spread globally.

This report is divided into four chapters: Chapter one explains the main terms, indicators and classifications used in the report with a brief description. Chapter two discusses the methodology of the field work in terms of the questionnaire, field work operations, coverage, data processing and tabulation. Chapter three explains the quality of the survey. And chapter four describes the main result.

September, 2021

Dr. Ola Awad
President of PCBS

Chapter One:

Terms and Classifications

1.1 Terms

Locality:

A permanently inhabited place, which has an independent municipal administration or a permanently inhabited separated place not included within the formal boundaries of another locality and not having an independent administrative authority.

Enterprise:

An economic entity that is capable, in its own right, of owning assets, incurring liabilities and engaging in economic activities and transactions with other entities.

Establishment:

An enterprise or part of an enterprise that is situated in a single location and in which only a single productive activity is carried out or in which the principal productive activity accounts for most of the value added.

Establishment Status:

It refers to the operational status of the establishment. The establishment could be in operation, closed, under preparation, or an auxiliary activity unit.

Economic Activity:

It refers to a process consisting of actions and activities carried out by a certain entity that uses labor, capital, goods and services to produce specific products (goods and services). In addition, the main economic activity refers to the main work of the establishment based on the (ISIC) contributing to large proportion of the value added, whenever more than one activity exist in the establishment.

Jerusalem J1:

Includes those parts of Jerusalem which were annexed by Israeli occupation in 1967. Those parts include the following localities: Kafr' Aqab, Beit Hanina, Shu'fat Camp, Shu'fat, Al 'Isawiya, Sheikh Jarrah, Wadi al Joz, Bab as Sahira, As Suwwana, At Tur, Jerusalem (Al Quds), Ash Shayyah ,Ras al 'Amud, Silwan, Ath Thuri, Jabal al Mukabbir, As Sawahira al Gharbiya , Beit Safafa, Sharafat, Sur Bahir, Umm Tuba.

Closure facing:

The establishments that faced closing include closed of establishments at least one day during the closure period (March 5th – May31st, 2021)

1.2 Classifications

Data collection and processing of statistical data was depending on classifications adopted by PCBS according to international standards compatible with the Palestinian privacy as Classification of economic activity was according to the Palestinian Industrial Classification for Economical Activities (fifth digits), and this classification was prepared based on the International Standard Industrial Classification of All Economic Activities (ISIC-4) issued from the United Nations.

Chapter Two:

Methodology

2.1 Questionnaire

- The questionnaire for the survey was designed to achieve the objectives of the study. The questionnaire included essential variables required to study the impacts of COVID-19 on small, medium and large establishments in West Bank and Gaza. The questionnaire was oriented by a joint effort between the PCBS team and the World Bank team with an adaptation to the Palestinian situation. The questionnaire includes questions on the following dimensions:
 1. Screener Information.
 2. Control Information.
 3. General Information.
 4. Number of employed persons.
 5. COVID-19 impact on establishment (on employment, supply channels, demand channels).
 6. Dealing with financial problems.
 7. Expectation and uncertainty.
 8. Mechanism for dealing with financial problems in establishments.
 9. Required interventions (policies).

2.2 Sample and Frame

Target Population:

Target population include all establishments working in any of the following activities (industry, construction, internal trade, information and communication, transportation and storage, and services) in Palestine at 2021.

Sampling Frame

Sampling Frame includes all establishments working industry, construction, internal trade, information and communication, transportation and storage, or services based on the establishments Census of 2017.

Sample Size

2,600 establishments were reached, of which 2,246 establishments responded. Hence, the respondent sample of the previous round (panel survey) which was 2,266 establishments; along with an additional sample of 334 establishments, was surveyed.

Distribution of the sample according to interview result	
interview	Number of cases
Completed	2,246
Permanently closed (due to Covid 19)	41
Permanently closed (other reasons)	72
Temporary closed (due to Covid 19)	44
Temporary closed (other reasons, own choice)	16
Refused	100
Others (Branch Keep No Records, Israeli Ownership, ...etc.)	81
Total	2,600

Sample Design

The sample is One-Stage Stratified Systematic Random Sample (without replacement).

Sample Strata

Three levels are used to divide the population into strata:

1. The region (north of the West Bank in addition to Jericho Governorate, Ramallah and Al-Bireh Governorate, Jerusalem Governorate, Bethlehem Governorate, Hebron Governorate, Gaza Strip)
2. Economic Activity on the first digit (industry, construction, internal trade, information and communication, transportation and storage, and services).
3. Establishment size (small, medium, large) by number of employees.

Weighting:

The weight of statistical units (sampling unit) in the sample is defined as the mathematical inverse of the selection probability where the sample of the survey is one-stage stratified systematic random sample, weighting of establishments based on the probability of each establishments (systematic random sample). The weights adjusted depending on the Interview result. And using to represent the population and compensation for non-response cases.

2.3 Field Operation

The sample size reached 2,600 establishments distributed in the West Bank, Gaza Strip and Jerusalem (J1) Data were collected by trained fieldworkers through personal interviews with the owners of the establishments by entering data through PC-Tablets in the West Bank and Gaza Strip. However, paper questionnaires were used in Jerusalem (J1).

Training and Hiring

- All enumerators were selected among those who had previously worked with in the first round of COVID-19 Business Pulse Survey. They are holders of university degrees in Accounting, Business Management or Financial and Banking Sciences. The work team were called upon in accordance with the survey requirements and according to the governorate and the workload at each governorate.
- A full working day was specified for revising and reviewing the survey's goals and questionnaire on 22/6/2021.
- The number of trainees was 34 (26 in the West Bank and 8 in Gaza Strip).

Data Collection

- Face-to-face interviews were carried out. And using both PC-Tablets and a paper questionnaire.
- Data collection methods were as follows:
 - **West Bank excluding J1:** All data were collected using PC-tablets.
 - **J1:** Data were collected using paper questionnaires and at the end of the day; an operator entered that data using PC-tablets.
 - **Gaza strip:** All data were collected using PC-tablets
- Data collection started on 23/06/2021 and ended on 18/7/2021.

Office Editing and Coding

The questioners that were entered by using tablets PC-Tablet don't need to be encoded, since the sample is uploaded on the tablets and the audit regulations are applied. As for the paper questioners the fieldworkers checks the questioners technically according to the audit regulations prepared previously.

2.4 Data Processing

Data processing went through several phases since the beginning of the preparation of data collection on 23/06/2021 until the end of the fieldwork on 18/7/2021. This process included the following phases:

1. Programming Phase

The data collection application was prepared by the IT staff at PCBS.

IT staff tested the application with the project director and all comments and updates were implemented, skips between questions, and some verification rules were also tested, a final version of the application was provided on time.

2. Training Phase

All materials were prepared and included in the training manual on the requirements of data processing during fieldwork. The training halls were well prepared and contained microphones and a Wi-Fi. Training for Gaza Strip was carried out separately.

3. Verification Phase

All verifications and consistency checks were applied to PC-Tablet applications. An error message pops up when entering a wrong value and some error messages show up in red for sensitive questions.

The project coordinator tested the application by entering pilot questionnaires. In addition, there was a pretest by project director before collecting the data.

4. Other Data Processing Issues

- **PC-Tablets:**
In general, PC-tablets were user friendly and familiar. During training, every interviewer was trained on a PC-tablet for their own use
- **Data Collection Application (.NET):**
The application is well designed using .NET and has a user friendly interface. Nevertheless, a programmer needed to be available when an error occurred by any of the supervisors and interviewers.
- **Internet Connection (Wi-Fi):**
During the training, internet connection was available for trainers and trainees.

During fieldwork, 34 SIM cards with internet connection were provided for each PC-tablet by Jawwal Company during data collection process.
- **Administration Website:**
The website was friendly designed and easy to use, as it shows totals of completed questionnaire by interviewers.

Supervisors were supplied by PCBS with four PC-tablets operating on Windows operations system to review and follow up on the data and to fill the sections they were responsible for.

Chapter Three:

Quality

3.1 Data Accuracy

3.1.1 Sampling Errors

Data of this survey were affected by sampling errors due to use of the sample. Variance was calculated for the most important indicators as shown in the table below, accordingly, it is possible to disseminate the results at Palestine level and regional level.

Variance Calculations of COVID-19 Business Pulse Survey in Palestine, 2021

Variable		Estimate %	Standard Error %	C. V %	95% Confidence Interval		No. of Observations
					Lower%	Upper%	
Percentage of establishments facing closure based on the government procedures	yes	77.8	2.2	2.8	73.1	81.8	1,612
	no	22.2	2.2	10.0	18.2	26.9	388
Percentage of Comparing this establishment production for the last 88 days (5/3-31/5/2021) with the normal situation	Remained the same	14.5	2.1	14.4	10.8	19.0	301
	Decreased	82.3	2.3	2.8	77.4	86.3	1,882
	Increased	3.2	1.0	31.2	1.8	5.8	62
Percentage of establishments having a decrease in cash flow availability	Remained the same	21.2	2.0	9.4	17.7	25.4	516
	Decreased	73.9	2.2	2.9	69.4	77.9	1,587
	Increased	4.9	0.9	18.0	3.4	6.9	143

3.1.2 Non Sampling Error

These types of errors could appear on one or on all of the survey stages that include data collection and data entry; they related to, respondents, fieldworkers, and data entry personnel. To avoid errors and mitigate their impact, a number of procedures were applied to enhance the accuracy of the data through a process of data collection from the field and data processing.

3.1.3 Quality set procedure

- PCBS team tested the application several times before starting the training to ensure data quality and consistency.
- During fieldwork, all inquiries and problems were resolved.

- Every one week, a copy of raw data was sent to the project coordinator to check consistency and compatibility of data, and to follow up on problems facing some establishments.
- During the data collection phase, IT coordinators were available firsthand to implement updates to the application on PC-Tablets, to solve any problems in samples and to distribute the samples among supervisors.

3.1.4 Response Rate

Response rate values:

- The size of the selected sample in Palestine was 2,600 establishments.
- Response cases: 2,246 establishments.
- Non-response cases: 241.
- Over-coverage cases: 113.
- Net sample: 2487
- Response rate: 90.3%.
- Non-response rate: 9.7 %.
- Over-coverage rate:4.3 %.

3.2 Problems and Obstacles

The survey encountered a number of obstacles including the following:

- A number of business owners refused to complete the questionnaire.
- There was a number of establishments closed throughout the period of data collection due to the Coronavirus pandemic.

Chapter Four:

Main Result

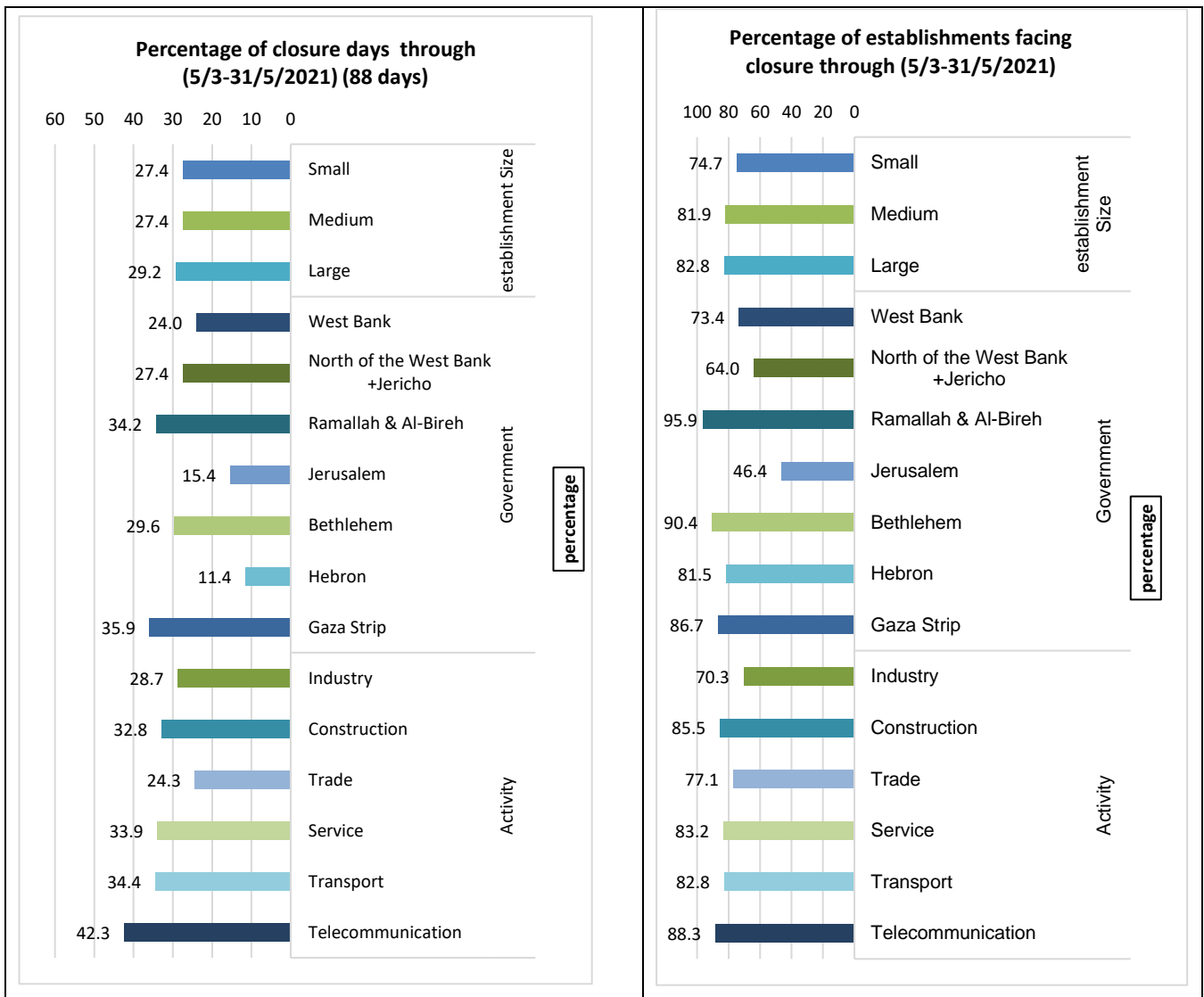
4.1 Effects of the COVID-19 restrictions on the establishments in Palestinian

4.1.1 Lockdown and closure:

77.8% of the establishments (73.4% in the West Bank and 86.7% in Gaza Strip) reported facing closure days. The highest percentage of closed establishments in the West Bank reached 95.9% from the total number of establishments in Ramallah & Al-Bireh governorate (See Table 1).

The percentage of the closure days during the three months of lockdown out of 88 working days of the lockdown was 27.4%. Economic activities such as Telecommunication* (42.3%) and Transport (34.4%) were more likely to be closed than industry (28.7%) and trade (24.3%).

Figure1: Percentage of Closure Days for establishments and Percentage of establishments Facing Closure due to the Government Procedures through (5/3-31/5/2021)

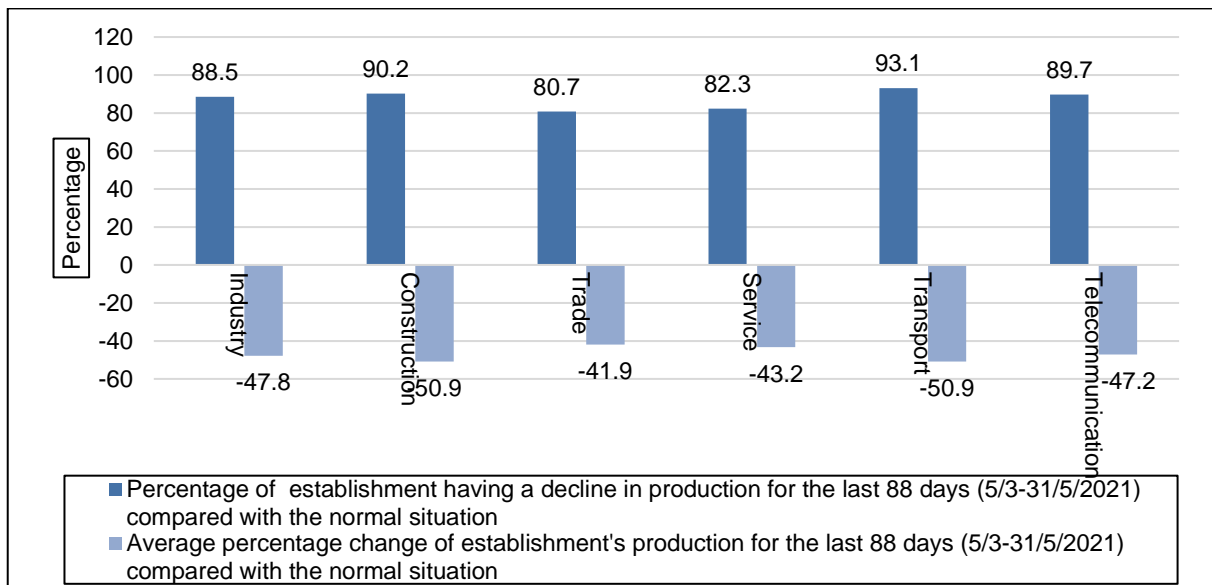


* Telecommunication activity includes internet cafes which are important providers of communication services which had a high closures, beside customizing of software, publishing in electronic form activities which also had high closures.

4.1.2 Demand Shocks:

82.3% of the establishments reported that sales/production have decreased during the three months of the lockdown, with a decrease in average sales/production by 43.1% compared with normal situation (38.7% in the West Bank and 54.2% in Gaza Strip). Whereas the establishments operating in the construction and transport sectors recorded the highest percentage of establishments that witnessed a decrease in production by (50.9%) and consequently compared with normal situation, followed by industry sector with a decline of (47.8%) (See Table 2).

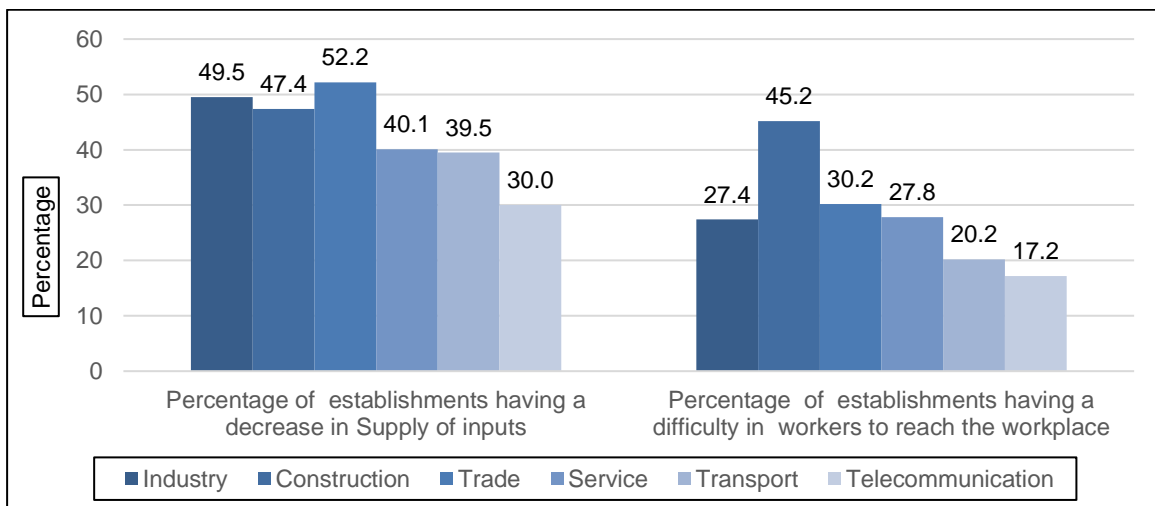
Figure 2: Indicators for Demand Shocks for the last 88 days (5/3-31/5/2021) compared with the normal situation by Activity



4.1.3 Supply Shocks:

48.8% of the establishments reported having difficulties in the supply of inputs, raw materials or finished goods and materials purchased (46.6% in West Bank and 53.3% in Gaza Strip). The economic activities suffering the most from this difficulty are trade (52.2%), industry (49.5%) and Construction (47.4%). (See Table 3).

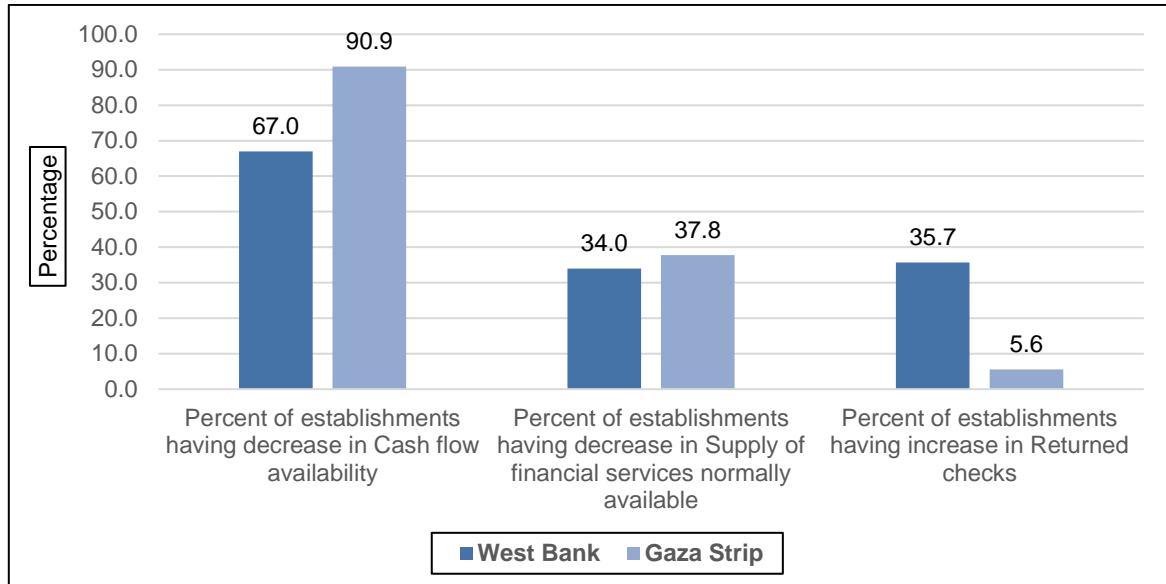
Figure 3: Indicators for Supply Shocks



4.1.4 Financial shocks:

73.9% of the establishments face a decline in the availability of cash flow. Meanwhile, 25.9% stated an increase in returned checks (35.7% in the West Bank and 5.6% in Gaza strip), and 35.0% of the establishments reported having a difficulty in the supply of financial services which are normally available. (See Table 4).

Figure 4: Indicators for Financial Shocks



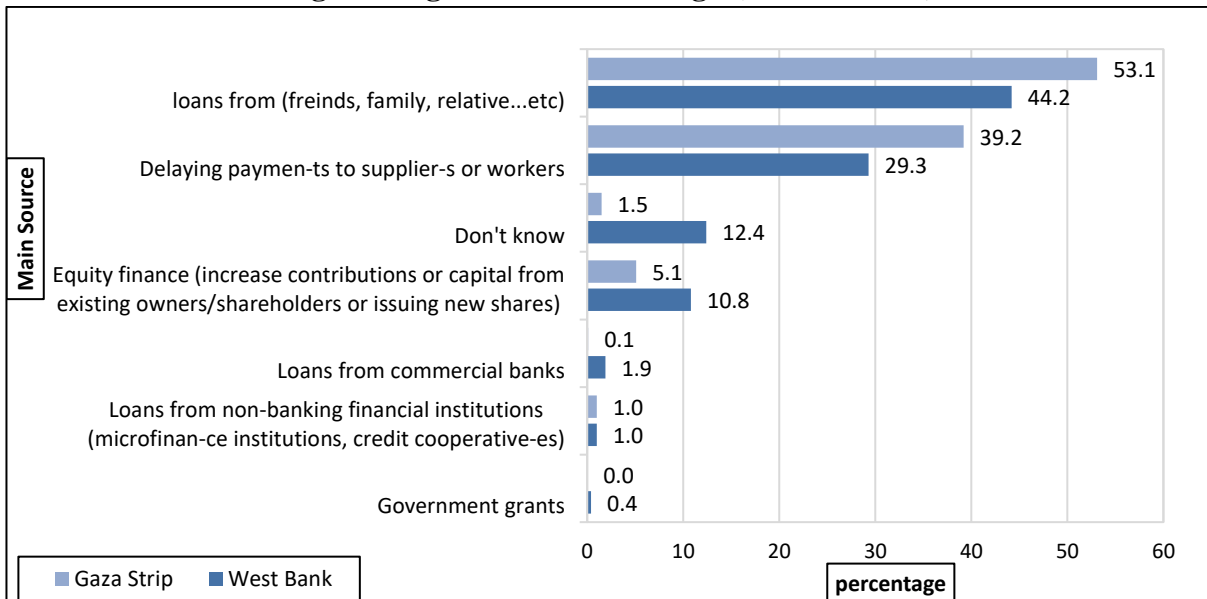
4.2 Establishments’ reactions to the effects of the COVID-19 restrictions in Palestine

4.2.1 Financial Adjustment Mechanism:

In order to deal with cash flow shortages, 32.8% of the establishments reported that they were forced to delay payments to suppliers or employees, the highest percentage was in the medium establishments reached 40.0%, followed by 32.6% for large establishments, and 27.8% for small establishments.

47.3% of establishments have loans from others such as friends, family, relative, other income, etc. (See Table 5).

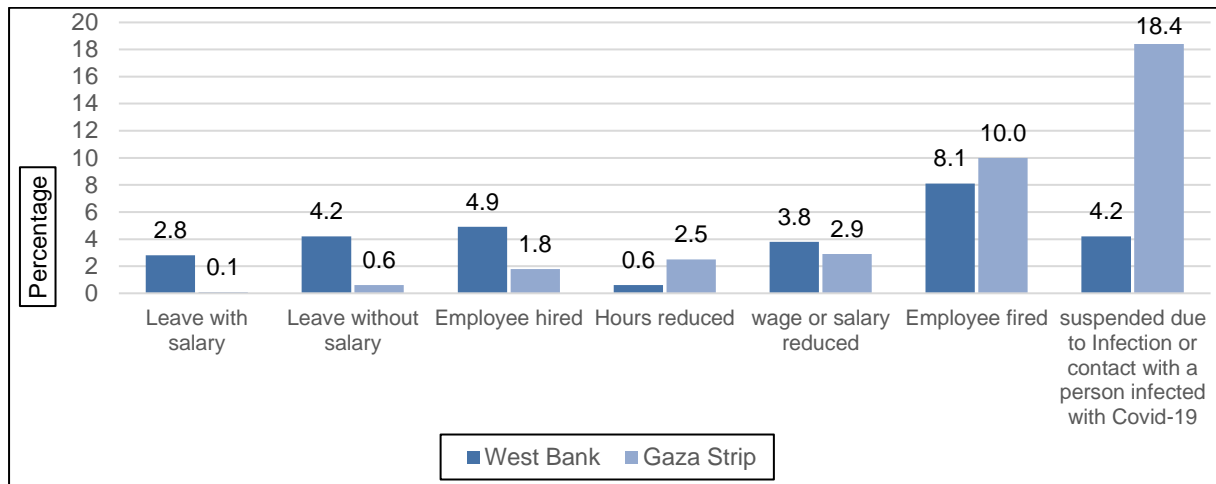
Figure 5: The Main Source that the establishments Use to Deal with Cash Flow Shortage during COVID -19 through (5/3-31/5/2021)



4.2.2 Impact on Employment:

As a response to the COVID-19 pandemic, 8.6% of the establishments have responded to this crisis by dismissing employees. Whereas 3.5% of the establishments responded to the pandemic by reducing the salaries and wages of their employees. Meanwhile, 3.1% of them responded to the crisis by giving their employees unpaid leave and 2.0% put their employees on leave with their salaries. Whereas 8.2% of the establishments responded to suspended from work due to Infection or contact with a person infected with Covid-19 (See Table 6).

Figure 6: Percentage of the establishments' behavior towards its employees during COVID-19 through (5/3-31/5/2021)

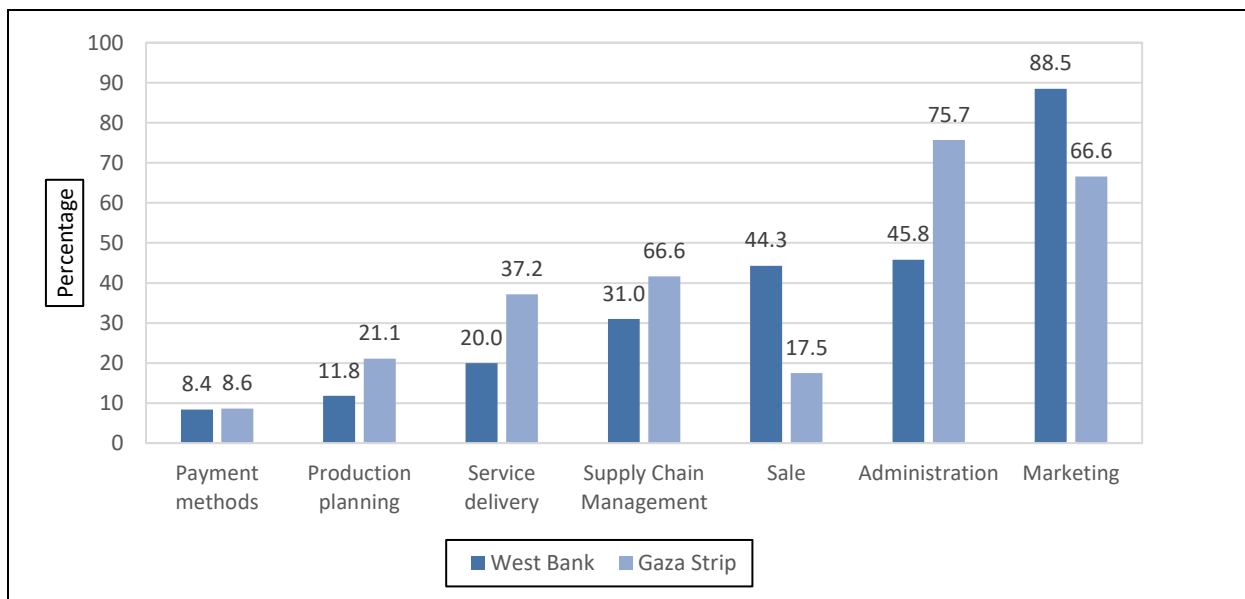


4.2.3 Use of Digital Solutions:

17.9% of the establishments started using or have increased the use of internet, online social media networks, specialized apps or digital platforms in response to the COVID-19 outbreak. The main use of such digital solutions was for marketing with a percentage of 83.3%, followed by 52.9% for business administration, and 37.9% for sales. (See Table 7).

In the last 88 days (March 5th - May 31st, 2021), the establishments reported that the percentage of employees who are currently working remotely from home was 8.0% of the total number of employees; mainly in the telecommunication sector (12.2% of the total number of employees), transport sector (9.2% of the total number of employees), and services sectors (8.3% of the total number of employees). The main results showed that large establishments have the highest percentage of employees working remotely from home (17.7%). (See Table 7).

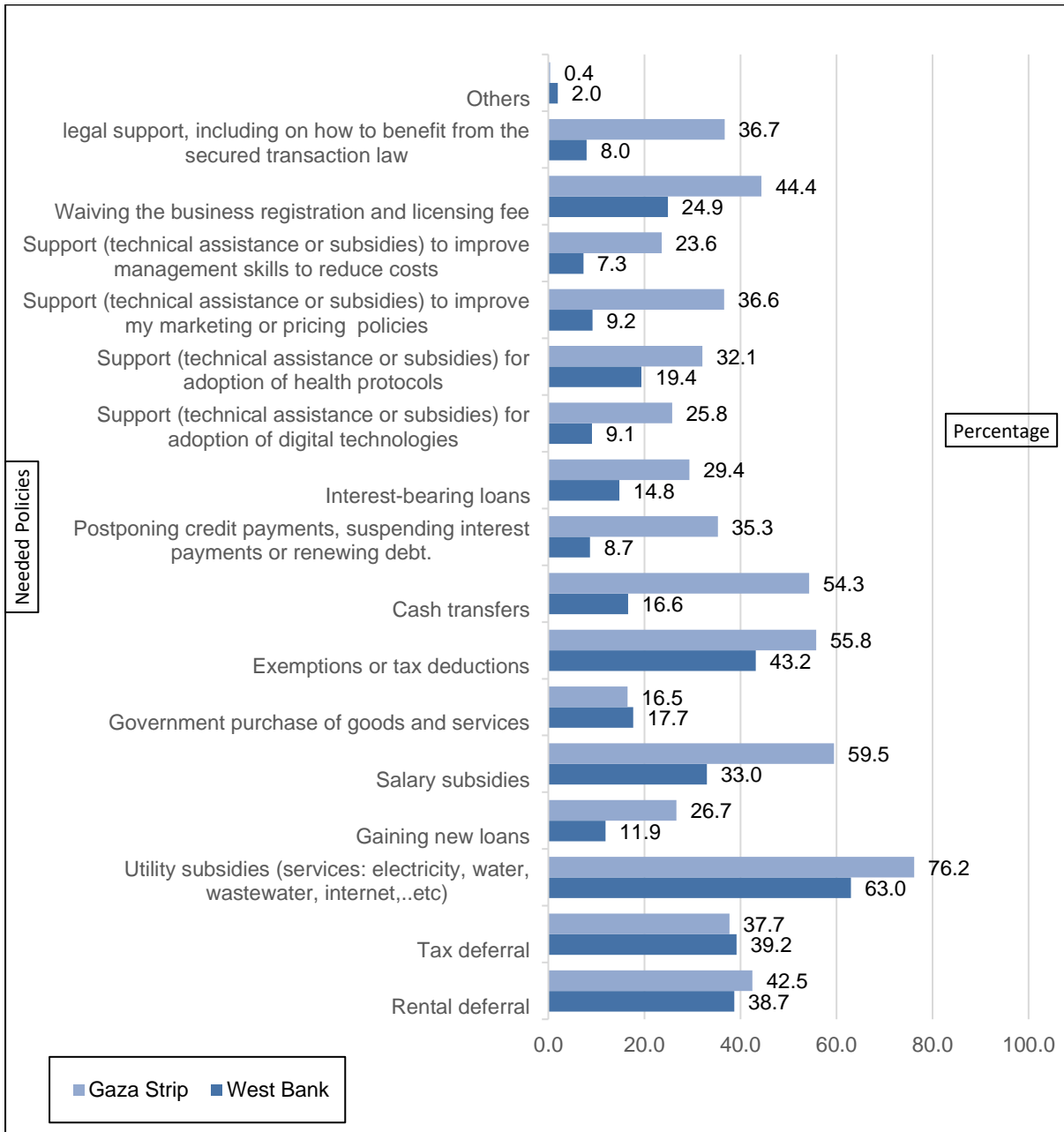
Figure 7: Percentage of the establishments used digital solutions for, such as the internet, online social media networks, specialized apps or digital platforms in response to COVID-19 outbreak through (5/3-31/5/2021)



4.3 Needed Policies:

When asked about the needed policies to support their business by the government or other sectors, 66.8% of the establishments indicated that the most needed policies to support their business over the COVID-19 crisis are utility subsidies (services: electricity, water, wastewater, internet, etc.). While 46.8% reported that exemptions or tax deductions with is the most needed policies to support their business over the COVID-19. Salary subsidies with 40.6% and 39.8% for rental deferral. (See Table 8).

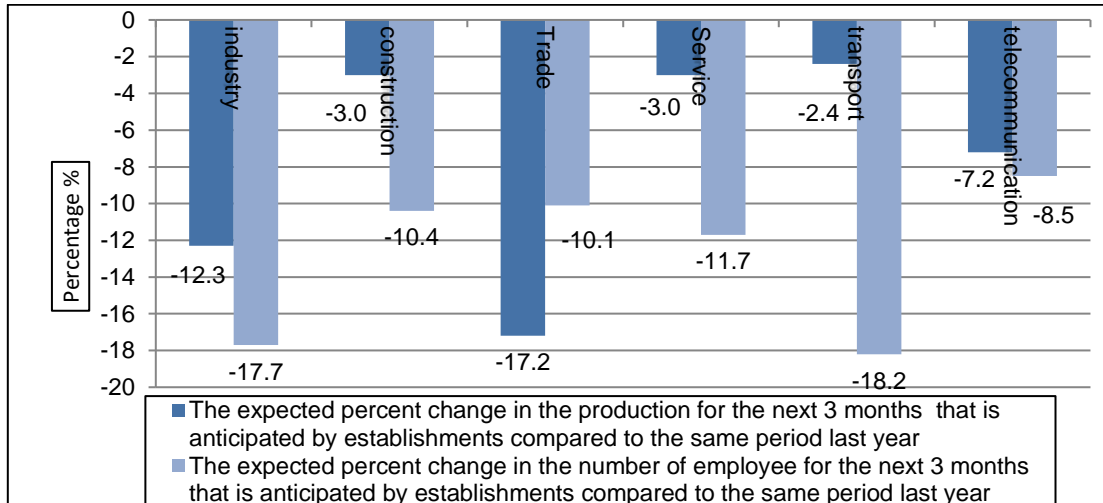
Figure 8: Percentage of the Most Needed Policies to Support Businesses over the COVID -19 Crisis through (5/3-31/5/2021)



4.4 Looking Ahead:

Establishments expected that the production for the next 3 months after the period (5/3-31/5/2021) would be declined by 12.8% compared to the same period last year (4.4% in the West Bank and 33.8% in Gaza Strip). It is also expected that the number of employees would decline by 11.5% (14.0% in the West Bank and 5.3% in Gaza Strip). (See Table 9).

Figure 9: The Expected percentage Change in the Production and the Number of Employees through (5/3-31/5/2021)



4.5 A Comparison of the Main Results with the period of (5/3-31/5/2020):

Comparing the results of 2021 with the result of 2020 shows that there was a decrease in the average of closure days (88 days). The average was 51.2 days in 2020, whereas it declined to 27.4 days in 2021. Accordingly, this led to an increase in the percentage of establishments that hired employees from 1.5% in 2020 to 4.0% in 2021. Also, it led to a decrease in the percentage of fired employees from 13.8% in 2020 to 8.6% in 2021.

Meanwhile, the percentage of establishments that witnessed a decline in production or sales through (5/3-31/5/2021) compared with the normal situation is lower in 2021 compared to 2020. This percentage was 93.1% in 2020, while it declined to 82.3% in 2021. This decrease has led to an improvement in the average percentage change in the production of establishments compared with the normal situation, where it declined from 50.5% in 2020 to 43.1% in 2021, which means that there is an improvement in the production of establishments during 2021.

For the supply shocks the results show improvement in the supply of inputs, raw materials or finished goods and materials purchased as 63.0% of the establishment stated it was difficulties in 2020 decline to 48.8% in 2021.

Also, 2021 witnessed an improvement in the indicator of cash flow shortage in establishments, where the percentage of establishments facing shortage in the cash flow was 88.7% in 2020 while it was 73.9% in 2021. Meanwhile, there was an improvement in the percentage of returned checks in 2021, where it was 36.0% in 2020 and declined to 25.9% in 2021.

On the other hand, the results of the survey showed an increase in the number of establishments that use internet, social media networks, specialized apps or digital platforms from 12.3% in 2020 to 17.9% in 2021. (See Table 10).

For the most needed policies to support their business by the government or other sectors, Utility subsidies continue to be the most desired policy, as in the last round.

Tables

TABLE 1: INDICATORS FOR LOCKDOWN AND CLOSURE THROUGH (5/3 - 31/5/2021)

		Percentage of closure days through (5/3-31/5/2021) (88 days)	Percentage of establishments facing closure based on the government procedures
Establishment Size	small	27.4	74.7
	Medium	27.4	81.9
	Large	29.2	82.8
Governorate	West Bank	24.0	73.4
	North of the West Bank +Jericho	27.4	64.0
	Ramallah & Al-Bireh	34.2	95.9
	Jerusalem	15.4	46.4
	Bethlehem	29.6	90.4
	Hebron	11.4	81.5
	Gaza Strip	35.9	86.7
Economic Activity	Industry	28.7	70.3
	Construction	32.8	85.5
	Trade	24.3	77.1
	Service	33.9	83.2
	Transport	34.4	82.8
	Telecommunication	42.3	88.3
Palestine		27.4	77.8

TABLE 2: INDICATORS FOR DEMAND SHOCKS THROUGH (5/3 - 31/5/2021)

		Percentage of establishments having a decline in the production through (5/3-31/5/2021) compared with the normal situation	Average percentage change of establishments production through (5/3-31/5/2021) compared with the normal situation	Average percentage change of establishments production for the last 30 days (6-7/2021) with the same period in 2020
Establishment Size	small	80.6	-42.9	-23.0
	Medium	84.4	-43.3	-26.9
	Large	88.8	-44.6	-25.3
Governorate	West Bank	76.2	-38.7	-15.2
	North of the West Bank +Jericho	90.0	-47.2	-18.7
	Ramallah & Al-Bireh	82.3	-42.8	-27.7
	Jerusalem	56.7	-30.0	-26.3
	Bethlehem	78.0	-42.2	-5.3
	Hebron	49.3	-20.3	-3.4
	Gaza Strip	97.5	-54.2	-47.8
Economic Activity	Industry	88.5	-47.8	-26.8
	Construction	90.2	-50.9	-27.3
	Trade	80.7	-41.9	-27.2
	Service	82.3	-43.2	-16.9
	Transport	93.1	-50.9	-16.0
	Telecommunication	89.7	-47.2	-23.8
Palestine		82.3	-43.1	-24.6

TABLE 3: INDICATORS FOR SUPPLY SHOCKS THROUGH (5/3 - 31/5/2021)

		Percentage of establishments having a decrease in Supply of inputs, raw materials or finished goods and materials purchased	Percentage of establishments whose employees having a difficulty in reaching their workplace
Establishment Size	small	49.8	25.6
	Medium	47.5	33.4
	Large	42.4	48.0
Governorate	West Bank	46.6	24.5
	North of the West Bank +Jericho	56.0	18.4
	Ramallah & Al-Bireh	47.9	49.4
	Jerusalem	36.5	22.8
	Bethlehem	33.5	42.2
	Hebron	25.5	11.2
	Gaza Strip	53.3	39.0
Economic Activity	Industry	49.5	27.4
	Construction	47.4	45.2
	Trade	52.2	30.2
	Service	40.1	27.8
	Transport	39.5	20.2
	Telecommunication	30.0	17.2
Palestine		48.8	29.2

TABLE 4: INDICATORS FOR FINANCIAL SHOCKS THROUGH (5/3 - 31/5/2021)

		Percentage of establishments having a decrease in cash flow availability	Percentage of establishments having a decrease in supply of financial services that are normally available	Percentage of establishments having an increase in returned checks	Percentage of establishments having an increase in Stop dealing with checks
Establishment Size	small	73.1	39.1	26.6	30.9
	Medium	75.0	29.6	23.9	19.8
	Large	73.9	40.7	41.9	25.3
Governorate	West Bank	67.0	34.0	35.7	28.7
	North of the West Bank +Jericho	75.0	37.6	33.2	16.9
	Ramallah & Al-Bireh	80.6	42.8	35.0	48.1
	Jerusalem	76.7	44.8	52.4	38.7
	Bethlehem	77.2	29.0	44.7	47.8
	Hebron	38.2	14.4	33.6	35.2
	Gaza Strip	90.9	37.8	5.6	21.5
Economic Activity	Industry	73.4	40.8	42.7	32.5
	Construction	87.5	56.4	35.9	42.7
	Trade	74.4	35.3	21.3	27.5
	Service	72.7	31.5	28.1	19.8
	Transport	65.2	32.6	14.1	16.2
	Telecommunication	69.7	32.8	14.8	17.0
Palestine	73.9	35.0	25.9	26.3	

TABLE 5: INDICATORS OF METHODS AND FINANCIAL ADJUSTMENT MECHANISM TO DEAL WITH CASH FLOW SHORTAGES THROUGH (5/3 - 31/5/2021)

		Percentage of establishments Dealing with Cash Flow Shortages During the Outbreak of COVID-19 Upon Funding Source						
		Loans from commercial banks	Loans from non-banking financial Establishments (microfinance establishments, credit cooperatives)	Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	Delaying payments to suppliers or employees	Govern-ment grants	Others (Loans from friends, family, relative..etc.)	Don't know
Establishment Size	small	1.6	1.6	11.4	27.8	0.4	47.9	9.3
	Medium	0.4	0.0	4.5	40.0	0.0	47.2	7.8
	Large	6.8	2.5	23.4	32.6	0.2	32.4	2.1
Governorate	West Bank	1.9	1.0	10.8	29.3	0.4	44.2	12.4
	North of the West Bank +Jericho	1.7	0.6	19.6	32.0	0.0	27.0	19.0
	Ramallah & Al-Bireh	1.6	0.0	0.0	36.1	0.0	52.3	9.9
	Jerusalem	11.3	10.7	5.0	13.9	0.5	55.6	2.9
	Bethlehem	0.5	0.1	2.4	20.8	3.2	73.1	0.0
	Hebron	0.5	0.3	.0	23.5	0.0	71.9	3.8
	Gaza Strip	0.1	1.0	5.1	39.2	0.0	53.1	1.5
Economic Activity	Industry	1.2	0.1	10.9	41.1	0.0	39.0	7.7
	Construction	6.0	0.0	11.5	51.8	0.0	28.0	2.7
	Trade	1.1	0.7	3.8	36.2	0.0	47.7	10.4
	Service	1.3	2.2	20.6	18.5	0.9	51.6	4.8
	Transport	1.3	0.0	7.9	58.2	2.9	29.1	0.7
	Telecommunication	12.2	0.2	9.0	22.2	0.0	55.6	0.9
Palestine	1.3	1.0	8.9	32.8	0.2	47.3	8.5	

TABLE 6: PERCENTAGE OF ESTABLISHMENTS UPON IT'S METHODS TOWARDS THEIR EMPLOYEES THROUGH (5/3 - 31/5/2021)

		Employee hired	Employee fired	wage/salary reduced	Hours reduced	Leave without salary	Leave with salary	suspended from work due to Infection or contact with a person infected with Covid-19
Establishment Size	small	5.7	6.5	2.7	.8	3.3	1.4	4.8
	Medium	1.3	11.4	4.4	1.3	2.7	2.5	12.8
	Large	5.9	14.1	10.0	7.0	6.6	11.3	20.6
Governorate	West Bank	4.9	8.1	3.8	0.6	4.2	2.8	4.2
	North of the West Bank +Jericho	3.0	11.0	4.6	0.3	7.1	3.3	3.7
	Ramallah & Al-Bireh	0.5	9.1	7.9	0.2	3.4	6.4	5.0
	Jerusalem	41.3	21.6	5.5	7.8	4.2	3.2	14.5
	Bethlehem	0.1	1.2	2.2	0.9	1.0	0.4	5.4
	Hebron	5.8	2.0	0.2	0.0	0.1	0.6	2.1
	Gaza Strip	1.8	10.0	2.9	2.5	0.6	0.1	18.4
Economic Activity	Industry	5.6	12.8	7.0	2.5	2.9	1.3	8.8
	Construction	3.4	23.3	9.9	1.5	3.2	14.4	17.2
	Trade	4.0	7.4	0.8	.8	3.4	1.5	9.2
	Service	2.9	9.1	7.7	1.2	2.6	3.0	5.2
	Transport	10.4	6.8	20.6	.6	2.8	15.0	9.9
	Telecommunication	5.9	12.4	6.1	3.7	0.3	4.8	10.9
Palestine		4.0	8.6	3.5	1.2	3.1	2.0	8.2

TABLE7: INDICATORS FOR THE USE OF DIGITAL SOLUTIONS

		Percentage distributions of establishments started using or have increased the use of internet, social media networks, specialized apps or digital platforms in response to COVID-19 outbreak			Percentage of usage of internet, online social media networks, specialized apps or digital platforms for, in response to COVID-19 outbreak							Percentage of employees who were working remotely from home through (5/3-31/5/2021)
		Newly/ recently started	Yes, increased	No	Administration	Production planning	Supply Chain Management	Marketing	Sale	Payment methods	Service delivery	
Establishment Size	Small	4.4	11.4	84.2	42.7	14.9	29.2	89.6	33.3	7.0	17.4	8.3
	Medium	3.8	15.8	80.4	61.1	10.4	39.1	77.6	44.3	9.6	29.4	7.0
	Large	3.6	40.7	55.7	87.5	36.5	30.4	67.3	30.0	14.2	47.9	17.7
Governorate	West Bank	5.1	14.0	80.9	45.8	11.8	31.0	88.5	44.3	8.4	20.0	10.3
	North of the West Bank +Jericho	5.9	10.8	83.2	47.7	9.1	13.4	91.1	47.9	1.5	10.2	8.0
	Ramallah & Al-Bireh	2.7	24.4	72.9	62.0	13.5	61.8	91.9	57.8	11.6	18.6	28.8
	Jerusalem	14.9	18.0	67.1	15.3	16.8	0.4	52.5	45.8	30.9	41.1	9.4
	Bethlehem	10.5	21.7	67.8	37.2	15.7	46.7	94.8	1.2	2.0	18.1	7.9
	Hebron	0.8	10.4	88.7	45.1	10.1	39.4	89.6	63.4	18.5	40.0	5.5
	Gaza Strip	1.8	13.1	85.1	75.7	21.1	41.6	66.6	17.5	8.6	37.2	2.1
Economic Activity	Industry	5.6	13.1	81.3	45.5	13.9	15.7	83.3	35.5	6.6	14.4	7.8
	Construction	7.5	28.5	64.0	88.7	17.5	9.4	67.9	20.8	6.6	14.5	6.8
	Trade	3.1	13.2	83.7	48.1	8.8	43.3	94.2	45.2	7.2	12.3	7.8
	Service	6.2	14.7	79.1	64.5	23.8	25.0	63.1	26.1	11.5	50.2	8.3
	Transport	0.1	15.4	84.5	27.0	23.6	15.3	95.4	20.2	5.9	26.4	9.2
	Telecommunication	0.7	35.7	63.5	71.6	20.1	13.6	58.4	30.3	21.3	75.1	12.2
Palestine	4.2	13.7	82.1	52.9	14.0	33.5	83.3	37.9	8.5	24.1	8.0	

TABLE8: INDICATORS FOR NEEDED POLICIES TO SUPPORT BUSINESS SECTOR OVER THE COVID-19 CRISIS THROUGH (5/3-31/5/2021)

		Rental deferral	Tax deferral	Utility subsidies (services: electricity, water, wastewater, internet ...etc)	Gaining new loans	Salary subsidies	Government purchase of goods and services	Exemptions or tax deductions	Cash transfers	Postponing credit payments, suspending interest payments or renewing debt.	Interest-bearing loans
Establishment Size	small	36.3	33.2	62.4	14.1	35.1	15.5	44.6	25.0	14.1	15.6
	Medium	44.8	46.3	72.8	18.8	47.3	19.2	49.0	30.7	19.6	23.5
	Large	41.4	50.8	73.9	22.1	65.8	32.8	70.8	30.9	17.8	25.1
Governorate	West Bank	38.7	39.2	63.0	11.9	33.0	17.7	43.2	16.6	8.7	14.8
	North of the West Bank +Jericho	36.6	29.0	59.0	6.2	22.9	8.1	30.4	16.4	3.5	8.5
	Ramallah & Al-Bireh	53.0	53.1	72.1	28.3	49.3	16.0	61.4	13.4	15.9	27.8
	Jerusalem	47.8	47.5	59.9	17.8	51.2	54.8	71.5	65.5	20.6	25.6
	Bethlehem	32.2	30.2	44.8	4.9	9.4	21.3	45.4	14.3	11.1	5.6
	Hebron	35.7	52.9	73.2	15.4	48.8	28.6	51.6	10.2	11.7	21.1
	Gaza Strip	42.5	37.7	76.2	26.7	59.5	16.5	55.8	54.3	35.3	29.4
Economic Activity	Industry	44.8	49.5	69.6	21.1	49.1	23.2	56.6	32.8	16.4	17.9
	Construction	39.8	55.6	75.4	21.5	55.1	17.7	64.5	27.5	19.8	13.9
	Trade	36.1	41.2	64.8	17.5	40.1	18.6	49.9	29.5	18.5	21.9
	Service	46.1	26.6	70.6	10.4	37.0	11.4	34.0	19.7	10.7	12.5
	Transport	37.8	47.5	46.3	10.6	36.0	4.1	41.6	12.7	19.6	8.8
	Telecommunication	56.4	27.9	59.0	11.7	34.1	22.6	38.6	20.1	9.2	14.9
Palestine	39.8	38.8	66.8	16.2	40.6	17.3	46.8	27.4	16.3	18.9	

TABLE8 (CONT.): INDICATORS FOR NEEDED POLICIES TO SUPPORT BUSINESS SECTOR OVER THE COVID-19 CRISIS THROUGH (5/3-31/5/2021)

		Support (technical assistance or subsidies) for adoption of digital technologies	Support (technical assistance or subsidies) for adoption of health protocols	Support (technical assistance or subsidies) to improve my marketing or pricing policies	Support (technical assistance or subsidies) to improve management skills to reduce costs	Waiving the business registration and licensing fee	legal support, including on how to benefit from the secured transaction law	Others
Establishment Size	small	13.8	24.3	14.6	12.5	27.1	12.8	1.0
	Medium	13.4	20.6	20.5	10.6	35.1	21.0	2.2
	Large	22.9	33.1	22.2	21.7	36.8	21.4	1.9
Governorate	West Bank	9.1	19.4	9.2	7.3	24.9	8.0	2.0
	North of the West Bank +Jericho	0.5	14.4	0.8	0.3	18.5	2.3	0.4
	Ramallah & Al-Bireh	16.9	41.6	14.9	10.5	38.2	15.1	1.6
	Jerusalem	20.2	20.4	27.2	21.1	19.7	6.7	2.8
	Bethlehem	14.8	13.8	12.6	12.1	36.6	15.1	13.1
	Hebron	16.8	18.4	17.5	14.5	26.0	12.6	0.6
	Gaza Strip	25.8	32.1	36.6	23.6	44.4	36.7	0.4
Economic Activity	Industry	14.9	21.4	14.7	13.6	31.1	13.0	1.0
	Construction	15.7	20.4	11.0	11.5	37.0	23.8	0.6
	Trade	14.5	22.7	20.5	12.2	33.8	19.4	1.8
	Service	12.0	25.0	10.5	10.7	22.3	10.4	1.1
	Transport	4.6	10.4	1.1	2.7	7.4	2.9	0.7
	Telecommunication	14.6	27.9	10.8	14.5	31.6	14.0	0.1
Palestine	13.8	23.0	17.1	12.0	30.5	16.2	1.5	

TABLE9: INDICATORS FOR LOOKING AHEAD FOR THE COMING THREE MONTHS AFTER THE PERIOD (5/3-31/5/2021)

		The expected percentage change in production for establishments for the next 3 months after the period (5/3-31/5/2021) compared to the same period last year	The expected percentage change in the number of employees for establishments for the next 3 months after the period (5/3-31/5/2021) compared to the same period last year
Establishment Size	small	-11.2	-13.4
	Medium	-15.4	-8.7
	Large	-8.0	-13.9
Governorate	West Bank	-4.4	-14.0
	North of the West Bank +Jericho	-10.4	-23.1
	Ramallah & Al-Bireh	-14.2	-9.0
	Jerusalem	-7.2	-25.7
	Bethlehem	7.1	1.2
	Hebron	8.5	-3.0
	Gaza Strip	-33.8	-5.3
Economic Activity	Industry	-12.3	-17.7
	Construction	-3.0	-10.4
	Trade	-17.2	-10.1
	Service	-3.0	-11.7
	Transport	-2.4	-18.2
	Telecommunication	-7.2	-8.5
Palestine		-12.8	-11.5

TABLE10: MAIN INDICATORS FOR COVID-19 BUSINESS PULSE SURVEY IN PALESTINE THROUGH (5/3- 31/5) BY YEAR

Indicator	Year	
	2020	2021
Percentage of closure days	51.2	27.4
Percentage of establishments having a decline in the production compared with the normal situation	93.1	82.3
Average percentage change of establishments production compared with the normal situation	-50.5	-43.1
Percentage of establishments having a decrease in Supply of inputs, raw materials or finished goods and materials purchased	62.7	48.8
Percentage of establishments having a decrease in cash flow availability	88.7	73.9
Percentage of establishments having an increase in returned checks	36.0	25.9
Percentage of establishments that hired employees	1.5	4.0
Percentage of establishments that fired employees	13.8	8.6
Percentage distributions of establishments started using or have increased the use of internet, social media networks, specialized apps or digital platforms in response to COVID-19 outbreak	12.3	17.9
The expected percentage change in production for establishments for the next 3 months compared to the same period last year	-47.3	-12.8

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