

Small Business COVID-19 Impact Survey - Fall 2021

	Question: What Industry are you in?
	<i>Number Who Answered: 665</i>
40%	Professional services
10%	Retail
7%	Restaurant/Food Service
16%	Manufacturing
7%	Health Care
4%	Agriculture
8%	Non-profit
6%	Construction
3%	Seasonal/Tourism
	Question: How many employees do you have today?
	<i>Number Who Answered: 680</i>
9%	Sole Proprietor
47%	1-10
31%	11-50
6%	51-100
7%	100+
	Question: Since January 2020, how has the size of your workforce changed?
	<i>Number Who Answered: 678</i>
13%	Decreased by more than 20%
10%	Decreased between 10% and 20%
9%	Decreased between 0% and 10%
47%	Staffing levels are basically unchanged
11%	Increased between 0% and 10%
4%	Increased between 10% and 20%
4%	Increased by more than 20%
	Question: How do you expect your employment levels to change over the next year?
	<i>Number Who Answered: 674</i>
1%	Decrease by more than 20%
2%	Decrease between 10% and 20%
4%	Decrease between 0% and 10%
46%	Staffing levels will be basically unchanged
30%	Increase between 0% and 10%
12%	Increase between 10% and 20%
5%	Increase by more than 20%
	Question: How much has the cost of compensation (including benefits) of your employees changed since January 2020?
	<i>Number Who Answered: 665</i>
5%	Total compensation per employee has fallen by more than 10%
2%	Total compensation per employee has fallen between 5% and 10%
32%	Total compensation per employee is generally unchanged (up or down 5%)
38%	Total compensation per employee has increased between 5% and 10%
24%	Total compensation per employee has increased by more than 10%

Question: In 2020, how big of an impact did COVID-19 have on your business?	
<i>Number Who Answered: 673</i>	
42%	Large negative impact
35%	Small negative impact
8%	No impact
9%	Small positive impact
6%	Large positive impact
Question: How is COVID currently impacting your business?	
<i>Number Who Answered: 673</i>	
21%	Large negative impact
46%	Small negative impact
20%	No impact
9%	Small positive impact
4%	Large positive impact
Question: In 2020 as compared to 2019 did your gross revenues:	
<i>Number Who Answered: 669</i>	
29%	Decline by more than 25%
26%	Decline by 6% to 25%
25%	Stay about the same (up or down by 5%)
16%	Increase by 6% to 25%
5%	Increase by more than 25%
Question: In 2021, as compared to 2020, do you expect your gross revenues to:	
<i>Number Who Answered: 674</i>	
5%	Decline by more than 25%
12%	Decline by 6% to 25%
34%	Stay about the same (up or down by 5%)
39%	Increase by 6% to 25%
10%	Increase by more than 25%
Question: Do you have a vaccine policy at your business?	
<i>Number Who Answered: 667</i>	
39%	No, that's none of my business
39%	No, but I provide information and encourage employees to consider it
12%	Yes, unvaccinated employees must comply with additional safety protocols (such as remote work, wearing face coverings,
10%	Yes, all in person workers must be vaccinated
Question: On September 9th, President Biden announced that businesses with over 100 employees must either require vaccinations or weekly testing of their employees as a condition of employment. Do you support or oppose government mandates of vaccines and testing of private sector employees?	
<i>Number Who Answered: 676</i>	
29%	Support
58%	Oppose
13%	No opinion
Question: What safety protocols are you currently implementing at your business?	
<i>Number Who Answered: 627</i>	
63%	Social Distancing
28%	Health Screening
23%	Masking by unvaccinated employees
29%	Masking by all employees when social distancing cannot be achieved
35 %	Other Answers

Question: Have you changed the work schedules available to employees since 2019 in ways that you anticipate to endure beyond the pandemic?

Number Who Answered: 661

12%	No, while I could operate with remote employees, I have chosen to maintain an in-person workforce
49%	No, remote, hybrid, and flexible work schedules are not applicable to most positions in my industry
6%	Yes, we have shifted to a remote work format for most employees
33%	Yes, we have a flexible hybrid system that allows for a mixture of remote and in-person work

Question: Are you having a hard time finding and keeping your business fully-staffed?

Number Who Answered: 660

36%	No, it is not harder than it was before the pandemic
31%	Yes, it is somewhat harder than it used to be
33%	Yes, it is significantly harder to keep my business fully staffed

Question: What have you done differently to attract and maintain employees in 2020 and 2021? (check all that apply)

Number Who Answered: 663

61%	Increased wages
21%	Increased benefits (not including paid time off)
16%	Given additional paid time off
39%	Offered more flexibility in the work schedule and more remote work opportunities
25%	Nothing

Question: Which of the following problems is your business currently facing? (check all that apply)

Number Who Answered: 603

30%	Lack of demand related to COVID
52%	Difficulty finding and keeping employees
10%	Access to capital
24%	Cash flow
39%	Inflation
25 %	Other Answers

Question: Is your business experiencing higher cost increases compared to normal times?

Number Who Answered: 670

21%	No, our cost increases are pretty normal
41%	Yes, our costs are increasing somewhat more than usual
38%	Yes, our costs are increasing substantially more than usual

Question: How are you feeling about the prospects for your business over the next six months?

Number Who Answered: 675

5%	Very pessimistic
20%	Somewhat pessimistic
27%	Neutral
33%	Somewhat optimistic
14%	Very optimistic

Question: How are you feeling about the long-term survival of your business?

Number Who Answered: 675

5%	Very pessimistic
11%	Somewhat pessimistic
18%	Neutral
29%	Somewhat optimistic
38%	Very optimistic