

# Research Terms of Reference

Understanding the impact of the financial crisis on the private sector

AFG2209

Afghanistan

September 2022

Version 1

**REACH** Informing  
more effective  
humanitarian action

## 1. Executive Summary

<b>Country of intervention</b>	Afghanistan				
<b>Type of Emergency</b>	<input type="checkbox"/>	Natural disaster	<input type="checkbox"/>	Conflict	<input checked="" type="checkbox"/> Other ( <i>specify</i> )
<b>Type of Crisis</b>	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
<b>Mandating Body/ Agency</b>	UNDP IICPSD				
<b>IMPACT Project Code</b>	02AYL				
<b>Overall Research Timeframe</b> ( <i>from research design to final outputs / M&amp;E</i> )	22/08/2022 to 18/11/2022				
<b>Research Timeframe</b> <i>Add planned deadlines (for first cycle if more than 1)</i>	1. Pilot/ training: 14/09/2022		6. Preliminary presentation: _/ _/ _ _ _ _		
	2. Start collect data: 15/09/2022		7. Outputs sent for validation: 10/11/2022		
	3. Data collected: 29/09/2022		8. Outputs published: 18/11/2022		
	4. Data analysed: 20/10/2022		9. Final presentation: 29/11/2022		
	5. Data sent for validation: 27/10/2022				
<b>Number of assessments</b>	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle) <i>[Describe here the frequency of the cycle]</i>			
<b>Humanitarian milestones</b> <i>Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	<b>Milestone</b>		<b>Deadline</b>		
	<input checked="" type="checkbox"/>	Donor plan/strategy: inform UNDP Afghanistan Office and UNDP IICPSD's private sector-led economic strategy	_/_/_/_/_		
	<input type="checkbox"/>	Inter-cluster plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	Cluster plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	NGO platform plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	Other (Specify):	_/_/_/_/_		
	<b>Audience type</b>		<b>Dissemination</b>		

<b>Audience Type &amp; Dissemination</b> Specify <i>who</i> will the assessment inform and <i>how</i> you will disseminate to inform the audience	<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)  X Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting  X Presentation of findings (e.g. at HCT meeting; Cluster meeting)  X Website Dissemination (Relief Web & REACH Resource Centre)  <input type="checkbox"/> [Other, Specify]	
<b>Detailed dissemination plan required</b>	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
<b>General Objective</b>	<i>The main objective of this assessment is to better understand the impact of the financial crisis that has affected Afghanistan since 2021 on private sector business activities, with a focus on access to financial services, as well as on women-run small-medium enterprises (SME).</i>			
<b>Specific Objective(s)</b>	1- <i>Understand how the financial crisis and restrictions on the payment system have impacted money exchangers / hawalas, traders, as well as medium and large producers [component 1]</i>  2- <i>Understand how women-led SMEs have performed since August 15 2021 and the new challenges to their business operations: access to financing, access to trading and marketing channels [component 2]</i>			
<b>Research Questions</b>	Component 1: 1. How has the financial crisis affected business activity in general? 2. How has access to formal and informal credit markets been impacted by the financial crisis? 3. How has the payment system been affected? 4. What is the cost of access to credit markets and how is the payment system functioning within business activity? 5. What are the greatest barriers to business activity? 6. What are the most important factors for economic recovery?  Component 2: 1. How have women-led enterprises performed after August 15, 2021? a. If they are worse off, in which sectors? b. If they are worse off, due to which reasons? 2. What are the sources of financing for the different types of women led businesses and how these have changed since 2021? With a focus on the balance between formal and informal financing venues. 3. What are the marketing channels for the different types of women-led businesses and how they have been impacted by the August 2021 events? 4. What is the overall impact of the August 2021 events on the economic activities of the different typologies of women-led businesses?			
<b>Geographic Coverage</b>	<i>9 provincial centers: Kabul, Balkh, Herat, Kandahar, Kunduz, Nangarhar, Baghlan, Paktia, Jawzjan</i>			

<b>Secondary data sources</b>	<ul style="list-style-type: none"> <li>- <a href="#">The World Bank Group Rapid Assessment (october-november 2021 &amp; august 2022)</a></li> <li>- <a href="#">Cash and Voucher Working Group FSP survey</a></li> <li>- <a href="#">Afghanistan Women's Chamber of Commerce and Industry (AWCCI)</a></li> <li>- UNDP – Business Skills Hotline Western Afghanistan, April 2022</li> <li>- <a href="#">Assessment of women-owned SME borrowers, ACGF, 2019</a></li> </ul>			
<b>Population(s)</b> <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input type="checkbox"/>	Host communities	X	Business owners (hawalas, traders, producers, women business owners)
<b>Stratification</b> <i>Select type(s) and enter number of strata</i>	X	Geographical #: 9 Population size per strata is known? <input type="checkbox"/> Yes X No	X	Business Type (n=3) Population size per strata is known? <input type="checkbox"/> Yes X No
				<input type="checkbox"/> Business Registration Status #: 2 Population size per strata is known? X Yes <input type="checkbox"/> No
<b>Data collection tool(s)</b>	<input type="checkbox"/>	Structured (Quantitative)		X Semi-structured (Qualitative)
	<b>Sampling method</b>			<b>Data collection method</b>
<b>Semi-structured data collection tool (s) # 1</b> <i>Hawaladars / money exchangers tool</i>	X Purposive X Snowballing <input type="checkbox"/> [Other, Specify]			X Key informant interview (Target #):n=10 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 
<b>Semi-structured data collection tool (s) # 2</b> <i>Traders</i>	X Purposive X Snowballing <input type="checkbox"/> [Other, Specify]			X Key informant interview (Target #):n=20 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 
<b>Semi-structured data collection tool (s) # 3</b> <i>Medium / Large Producers</i>	X Purposive X Snowballing <input type="checkbox"/> [Other, Specify]			X Key informant interview (Target #):n=200 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 
<b>Semi-structured data collection tool (s) # 4</b> <i>Women SMEs</i>	X Purposive X Snowballing <input type="checkbox"/> [Other, Specify]			X Key informant interview (Target #):n=50 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 
<b>Target level of precision if probability sampling</b>	__% level of confidence			__ +/- % margin of error
<b>Data management platform(s)</b>	X	IMPACT		<input type="checkbox"/> UNHCR
	<input type="checkbox"/>	[Other, Specify]		

<b>Expected output type(s)</b>	<input type="checkbox"/>	Situation overview #: __	<input type="checkbox"/>	Report #: __	<input type="checkbox"/>	Profile #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	X	Presentation (Final) #: 1	X	Factsheet #: 1
	<input type="checkbox"/>	Interactive dashboard #: __	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	[Other, Specify] #: __				
<b>Access</b>	X	Public (available on REACH resource center and other humanitarian platforms)				
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)				
<b>Visibility</b> Specify which logos should be on outputs	<b>REACH</b>					
	<b>Donor: UNDP</b>					
	<b>Coordination Framework: N/A</b>					
	<b>Partners: N/A</b>					

## 2. Rationale

### 2.1 Background

The political crisis in Afghanistan in August 2021 brought about rapid and momentous changes to the country's economic situation. It disrupted the normal functioning of both governmental and non-governmental institutions, causing a run on the banks and creating a liquidity crunch. International business transactions ground to a halt, and the increased difficulty of conducting local transactions encouraged a growing use of alternative payment channels. The private sector was already suffering from weakened business confidence, endemic corruption, uncertainties, and political instability before the events of August 2021. The current political crisis has amplified the risks to the private sector, exacerbating the depressed economic activity due to business closures, declining sales, and employment reductions while giving rise to new constraints such as sanctions and their impacts on the non-functionality of the banking sector and liquidity shortages. This assessment aims to fill key information gaps that have been identified related to the impact of financial restrictions on access to financing (both formal and informal) and the payment system for the private sector. Additionally, this assessment seeks to understand the overall impact of the political crisis of August 2021 on women-led businesses and the specific challenges to their operation.

### 2.2 Intended impact

The findings of this assessment are intended to inform UNDP Afghanistan country office and UNDP IICPSD's private sector-led economic recovery strategy which aims to open credit lines to local companies, including women-led and community organisations in a better capitalised manner, as well as supporting businesses with recent financial restrictions, such as liquidity crisis, money transfer restrictions, access to financial services and foreign currency shortages.

## 3. Methodology

### 3.1 Methodology overview

For this assessment REACH will conduct in-depth qualitative interviews targeting key informants of the private sector in two separate components, each with different populations of interest, geographical coverage, and tools. The first component will target traders, medium/large producers and hawaladars/money exchangers mainly located in urban centres across the country. The KIs from these 3 groups will be sampled for separately, each with a specific sample size. Additionally, the tools for these 3 different groups of KIs will be similar with minor differences aimed at capturing particularities related to the specific type of business. The second component will target licensed and un-licensed women-led SMEs in the provinces most densely populated by women-owned enterprises as per the AWCCI data. The KIs from licensed and unlicensed women-led SMEs will be sampled for separately and the tool will be identical for these

two groups. Data will be collected by enumerators hired by REACH based on a list of KIs that were purposely identified according to the groups mentioned above.

### 3.2 Population of interest

Interviews will take place with business owners acting as key informants across 9 provinces. The first component will target hawaladars/money exchangers (hawaladars are hawala dealers; the hawala system is an informal money transfer method), traders, medium/large producers (e.g. industrial farmers, large manufacturers) in Kabul, Balkh, Herat, Kandahar, Kunduz and Nangarhar. These provinces were selected because they possess the country's largest urban centres where most of the medium and large businesses of the country are operating. To make sure the reality of business owners operating in more rural areas is also captured, the operations will make sure to identify, when possible and relevant, key informants delocalised from these urban centres. The second component will target licensed women-led SMEs, unlicensed women-led SMEs in 6 provinces: Kabul, Balkh, Herat, Baghlan, Jawzjan, Patya. These provinces were selected since they are identified as the provinces with highest density of women-led enterprises according to AWCCI data. A licenced business is an enterprise that is formally registered with government body (e.g. municipality, ministry of health, ministry of agriculture)

### 3.3 Secondary data review

Secondary data review was conducted by UNDP to inform the suggested design of the assessment. The [World Bank Group Private Sector Rapid Survey](#) which was used to better understand the context and the impacts of the political crisis of August 2021 on the private sector in the months following these political events. The design of tools for hawaladars, traders and producers was informed by the results from this assessment, specifically for questions related to banking restrictions, access to finance, payment and money transfers issues and their impact on the private sector. The [AWCCI report](#) was used to design the women-led component of this assessment: the targeted provinces were chosen because they were identified as the areas with the biggest number of women-led SMEs. Additionally, the licenced vs un-licensed stratification is intended to allow for reference to and triangulation of primary data with the findings from the AWCCI. Similarly, the [Cash and Voucher Working Group survey](#) was used to understand the core importance of hawaladars among financial service providers (and therefore the need for a separate stratum and tool). It will also allow for triangulation of findings notably on the cost of transfer for customers.

### 3.4 Primary Data Collection

A total of 100 qualitative KIIs will be conducted in person over a period of two weeks. It is expected that each interview will last around 90 (maximum 120) minutes with one enumerator leading or 'facilitating' the discussion, and another taking notes throughout in Dari or Pashto. Interviews with women key informants will be conducted by women moderators and notetakers. In case a KII cannot be held in person due to security reasons or cultural barriers, the interview will be conducted remotely by phone. Similarly, in case interviews cannot be run simultaneously throughout the country due to access issues, data may be staggered according to access, and collected at different times within the agreed contract duration. Following the KIIs, the two enumerators will complete the summary note taking form in English and send it through to the Senior Field Officer to ensure progress can be tracked and reported throughout the assessment. Where needed, the enumerators will carry out a short in-person debrief with the Senior Field Officer.

To identify the key informants, the assessment team will initially reach out to key stakeholders and partners in country such as the Cash and Voucher Working Group (for money exchangers), UN Women and the Gender in Humanitarian Action Working Group (for women-led enterprises), as well as the UNDP Afghanistan office. The operations team will also leverage its extensive key informant network in the target provinces to identify initial key informants and use a snowballing approach to access the necessary number of respondents as per the final sampling frames.

As per initial conversations with UNDP and secondary data review, triangulated with the reality checks undertaken by the field teams on the ground confirming the presence of the population of interest in the pre-selected locations, the sampling frames will be as follows:

- Component 1 sampling frame: Traders, medium and large producers, money exchangers and business owners

	Money exchangers	Medium/Large producers	Traders	Total
Kabul	5	10	10	25
Balkh	1	2	2	5
Herat	1	2	2	5
Kandahar	1	2	2	5
Kunduz	1	2	2	5
Nangarhar	1	2	2	5

- Component 2 sampling frames: Licensed and unlicensed women-led enterprises

	Licensed	Unlicensed	Total
Kabul	5	18	23
Balkh	3	9	12
Herat	2	5	7
Baghlan	-	3	3
Paktia	-	3	3
Jawzjan	-	2	2

During this period, the operations team, in coordination with ACTED security, will also assess the accessibility landscape in the target provinces of intervention, and coordinate necessary access permissions with the de facto authorities (DfA) for same and principled programme implementation. Final geographic coverage will be confirmed following this assessment.

Finally, a tool will be designed for each component of the assessment. The tool for component 1 however will have small variations in the questions for each of the population groups (hawalas, traders, producers) in order to capture the particularities related to the specific type of business. The tools will be paper-based open-ended questionnaires.

### 3.5 Data Processing & Analysis

During the data collection, the team will be conducting on a rolling basis the review of the data submitted. All notes from the KIs will be translated and submitted shortly following each survey and the cleaning and analysis will be taking place on a daily basis in parallel to the data collection for swift follow up if any is needed. REACH will conduct an initial data analysis in the form of saturation grids as a quality check of the data collected. This will be done primarily using Microsoft Excel and following IMPACT's procedures for qualitative data analysis. All data and analysis will be reviewed by the IMPACT HQ Research Design and Data (RDD) Unit before further dissemination. REACH will compile the translated interview data as well as initial saturation grids in a consolidated dataset that will be shared with UNDP IICPSD.

## 4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to <b>avoid unnecessary duplication</b> of data collection efforts?	Yes	
... <b>Respects respondents, their rights and dignity</b> ( <i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i> )?	Yes	
... Does not <b>expose data collectors to any risks as a direct result</b> of participation in data collection?	Yes	
... Does not <b>expose respondents / their communities to any risks as a direct result</b> of participation in data collection?	Yes	
... Does not involve <b>collecting information on specific topics which may be stressful and/ or re-traumatising</b> for research participants (both respondents and data collectors)?	Yes	
... Does not involve <b>data collection with minors</b> i.e. anyone less than 18 years old?	Yes	
... Does not involve <b>data collection with other vulnerable groups</b> e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	Yes	
... Follows IMPACT SOPs for management of <b>personally identifiable information</b> ?	Yes	

## 5. Roles and responsibilities

Table 3: Description of roles and responsibilities

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
Research design	Assessment Officer	Research Manager	UNDP, TEPAV, IMPACT HQ	Country Director



Supervising data collection	Senior Project Officer	Programme Manager	Assessment Officer	Research Manager
Data processing qualitative (checking, cleaning)	Assessment Officer	Research Manager	IMPACT HQ	Country Director
Data analysis qualitative	Assessment Officer	Research Manager	IMPACT HQ	Research Manager
Output production	Assessment Officer	Research Manager	IMPACT HQ	Country Director
Dissemination	Assessment Officer	Research Manager	Country Director	IMPACT HQ, UNDP
Monitoring & Evaluation	Assessment Officer	Research Manager	Country Director	IMPACT HQ, RRU
Lessons learned	Assessment Officer	Research Manager	Programme Manager	Country Director

**Responsible:** the person(s) who executes the task

**Accountable:** the person who validates the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

**NB:** Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.

## 5. Data Analysis Plan

Please see annexed 1,2,3 and 4 of this document



## 6. Monitoring & Evaluation Plan

- Please complete the M&E Plan column in the table and use the corresponding Tools in the Monitoring & Evaluation matrix to implement the plan during the research cycle.

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products  Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input type="checkbox"/> Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input checked="" type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	<p>[List here relevant HPC-documents to be monitored: E.g. Iraq HNO 2018, Iraq Flash Appeal Mosul, Shelter Cluster strategy]</p> <p>[List here relevant agency-documents to be monitored: E.g. UNHCR Country Strategy, UNICEF WASH Response Strategy]</p>
		# references in single agency documents			
Humanitarian stakeholders are	Humanitarian actors use IMPACT evidence/products as a	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and	[Outline here the usage survey to be implemented for this research cycle]

using IMPACT products	basis for decision making, aid planning and delivery	Perceived usefulness and influence of IMPACT outputs		Usage_Survey template	<i>E.g. Usage survey to be conducted in November 2017, following the release of x outputs, targeting at least 10 partners</i>  <i>E.g. Usage survey to be conducted at the end of the research cycle related to all outputs, targeting at least 20 partners]</i>
	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs ( <i>providing resources, participating to presentations, etc.</i> )	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	<input type="checkbox"/> Yes  <input type="checkbox"/> Yes  <input checked="" type="checkbox"/> Yes
		# of organisations/clusters inputting in research design and joint analysis			
		# of organisations/clusters attending briefings on findings;			

## ANNEX 1: QUESTIONNAIRE TO HAWALADARS

### Open-ended Questions for the Money Exchangers/Hawaladars:

1. What is your view on the trends in the private sector economic activity of Afghanistan (*probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*).
  - a. During the end of 2021 (September -December 2021) relative to pre-august 2021 (May – August 2021) period.
  - b. In the past 6 months relative to the end of 2021 (September - December 2021)
  - c. In the past 6 months relative to pre-august 2021 period (May – August 2021)
2. How have your business volumes changed over time? (*Probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*). What were the main reasons?
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to pre-august 2021 period.
  - c. In the past 6 months relative to the end of 2021.

### Transfers

3. What was/is the commission and fees for domestic and international money transfers on average for businesses?
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months
4. [If commission/fees have increased or decreased as per previous question's answer:] What are the reasons behind the changes in the cost (commission and fees) of money transfer?
  - a. Domestic transfers.
  - b. International transfers.
5. What is the average time to complete a domestic transfer? Is there a change relative to end of 2021 and pre-August 2021 period?
6. What are the barriers and challenges to domestic transfers?
7. What is the average time to complete an international transfer?
  - a. (Integer)
8. Is there a change relative to end of 2021 and pre-August 2021?
9. What are the barriers and challenges to international transfers? (*Hint: did Afghanistan related sanctions have an impact*)

10. Do you have any role in providing finance for business and trade? (*Hint: lending money to businesses.*) Has this role changed [relative to time periods below]? (*Probe: when asking per time period comparisons below, try to categorize as increased/same/decreased*). Why has this changed?
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to pre-august 2021 period.
  - c. In the past 6 months relative to the end of 2021.
11. Do you offer different types of credit / finance products? What credit / finance products to your offer?
12. What was/is the cost of credit/ finance? (*Hint: the cost may be expressed as an interest rate*). If it changed, why?
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
13. Do most hawaladars deposit their business revenue in formal banks? Could you explain why or why not? (*Probe: Are there difficulties to transfer or withdraw deposits?*)
14. Have the banking problems affected your business? Why? Is there any change in the past 6 months? (*Hint: e.g. limits on withdrawal amount, difficulties in conduction international transfers*)
15. How, if at all, have the sanctions affected your business? Are there barriers for your business transactions related to sanctions? Is there any change in the past 6 months?
16. How have your relationships with the international hawaladars changed relative to pre-August 2021 period? How does the situation at the end of 2021 compare to the past 6 months? Which countries do you make more transactions with?
17. How have the worker remittances volumes changed relative to pre-August 2021 period? (*Probe: a remittance is money sent from workers (usually abroad) to family and/or friends in Afghanistan*) Is there any change relative to last 6 months?
18. Is there any liquidity problem in the market? What barriers, if any are there to obtaining banknotes easily? If no, is there any change in the past 6 months?
  - a. AFN banknotes.
  - b. USD or other foreign currency banknotes.
19. Are there difficulties to find workers with the appropriate skills for your business? Has the availability of skilled workers changed over the past 6 months?
20. What have been the most important challenges and problems for business activity?

- a. During pre-August 2021 period.
  - b. In the past 6 months
21. What are the most important factors that should be solved for businesses to recover? (*Probe: the private sector in general*)
22. What type of support could be provided in order to strengthen your business? List 3 top priorities? As a reminder, your answers will not impact your individual receipt of assistance, but will be very useful in helping us understand local perspectives on priorities (Hint: *security, access to credit markets, demand, legislation*)
23. What are your expectations for the Afghan private sector economic activity in the future?

## ANNEX 2: QUESTIONNAIRE TO PRODUCERS

### Open-ended Questions for the Producers:

1. What are your views on trends in the private sector economic activity of Afghanistan (*Probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*).
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to the end of 2021.
  - c. In the past 6 months relative to pre-august 2021 period.
2. How have your business volumes changed over time? (*Probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*). What were the main reasons?
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to the end of 2021.
  - c. In the past 6 months relative to pre-august 2021 period.
3. Have you received finance from a bank before? (*Hint: e.g. taking a loan in a bank*) Do you have any difficulty accessing the formal banking credits?
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
4. Do you have access to the informal finance, when needed? How, if at all, did that access change (see time periods below)? What are the main reasons of this change? If there are difficulties, what are they?
  - a. During pre-august 2021 period.

- b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
5. Is there any problem in collecting your sales revenues from customers? If so, explain the problem(s). How has the collection problem changed during end-2021, and now? Is there any change in the past 6 months?
6. How, if at all, has the cost of finance for business or trade changed? *(Hint: the cost may be expressed as an interest rate) (Probe: It would be good to try to ask whether they asking about formal or informal)*
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
7. Have the banking system problems affected your business? How? Is there any change in the past 6 months?
8. Do businesses in your sector usually deposit their business revenue in formal banks? If not, could you explain why? *Probe: Are there difficulties to transfer or withdraw deposits?*
9. Is there any liquidity problem in the market? What barriers, if any are there to obtaining banknotes easily? If no, is there any change in the past 6 months, relative to the end of 2021?
  - a. AFN banknotes.
  - b. USD or other foreign currency banknotes.
10. How, if at all, did the problems in banking sector affect your business and money transfer? Is the Hawala system enough for you to conduct your trade money transfers effectively?
  - a. Domestic business.
  - b. International business.
11. How, if at all, has the use of USD in your domestic transactions changed? Increased or decreased? Why?
12. How, if at all, have the sanctions with related to Afghanistan affected your production, investment, exports, imports significantly?
13. Has the war in Ukraine affected your business in any way? If so, could you explain? *(Hint: e.g. using Russian banks no longer possible to import goods, due to impact of Russian sanctions, higher commodity prices, etc)*
14. Are there barriers for your production and trade? How do you try to solve these problems? Is there any change in the past 6 months, relative to the end of 2021?
15. Have the import restrictions by the authorities impacted your production and investments significantly? Is there any change in the past 6 months?
16. What are the most important challenges and problems for business activity?

- a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
17. Are there difficulties to find workers with the appropriate skills for your business? Has the availability of skilled workers changed over the past 6 month?
18. What are the most important factors that should be solved for businesses to recover? (*Hint: the private sector in general*)
19. What type of support could be provided in order to strengthen your business? List 3 top priorities? As a reminder, your answers will not impact your individual receipt of assistance, but will be very useful in helping us understand local perspectives on priorities (*Hint: e.g. security, access to credit markets, demand, legislation etc.?*)
20. What are your expectations for Afghan economy in the future?

### ANNEX 3: QUESTIONNAIRE TO TRADERS

#### Open-ended Questions for the Traders/Services:

1. What are your views on trends in the private sector economic activity of Afghanistan (*Probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*).
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to the end of 2021.
  - c. In the past 6 months relative to pre-august 2021 period.
2. How have your business volumes changed over time? (*Probe: in addition to the verbal description; try to categorize as decreased/significantly decreased/same/slightly improved/significantly improved*). What were the main reasons?
  - a. During the end of 2021 relative to pre-august 2021 period.
  - b. In the past 6 months relative to pre-august 2021 period.
  - c. In the past 6 months relative to the end of 2021.
3. Have you received finance from a bank before? (*Hint: e.g. taking a loan in a bank*) Do you have any difficulty to access to the formal banking loans.
  - a. During pre-august 2021 period.



- b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
  
- 4. Do you have access to the informal finance, when needed? How, if at all, did this access change? What are the main reasons of this change? If there are difficulties, what are they?
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
  
- 5. Is there any problem in collecting your sales revenues from customers? If so, explain the problem(s). How has the collection problem changed during end-2021, and now? Is there any change in the past 6 months?
  
- 6. How have the cost of finance for business and trade changed? (*Hint: the cost may be expressed as an interest rate*) (*Probe: It would be good to try to ask whether they asking about formal or informal*)
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
  
- 7. Have the banking system problems affected your business? How? Is there any change in the past 6 months?
  
- 8. Do businesses in your sector usually deposit their business revenue in formal banks? If not, could you explain why? (*Probe: Are there difficulties to transfer or withdraw deposits?*)
  
- 9. Is there any liquidity problem in the market? What barriers, if any are there to obtaining banknotes easily? If no, is there any change in the past 6 months?
  - a. Afn banknotes.
  - b. USD or other foreign currency banknotes.
  
- 10. How, if at all, did the problems in the banking sector affect your trade and money transfers? Is the Hawala system enough for you to conduct your business money transfers effectively?
  - a. Domestic business.
  - b. International business.
  
- 11. Are there any risks involved when using a hawala? If so, could you explain the risks?
  
- 12. How, if at all, has the use of USD in your domestic trade changed. Increased or decreased? Why?
  
- 13. How, if at all, have the sanctions related to Afghanistan affected your business, exports, imports significantly?

14. Has the war in Ukraine affected your business in any way? If so, could you explain? (*Hint: e.g. Using Russian banks no longer possible to import goods, due to impact of Russian sanctions, higher commodity prices, etc.*)
15. Are there barriers for your trade? If so, what are they? How do you try to solve these problems? Is there any change in the past 6 months, relative to the end of 2021?
16. Have the import restrictions by the authorities affected your business significantly? Is there any change in the past 6 months?
17. What are the most important challenges and problems for business activity?
  - a. During pre-august 2021 period.
  - b. During the end of 2021.
  - c. In the past 6 months relative to the end of 2021?
18. Are there difficulties to find workers with the appropriate skills for your business? Has the availability of skilled workers changed over the past 6 month?
19. What are the most important factors that should be solved for businesses to recover? (*Hint: the private sector in general*)
20. What type of support could be provided in order to strengthen your business? List 3 top priorities? As a reminder, your answers will not impact your individual receipt of assistance, but will be very useful in helping us understand local perspectives on priorities (*Hint: e.g. security, access to credit markets, demand, legislation etc.?*)
21. What are your expectations for the Afghan economy in the future?

#### ANNEX 4: QUESTIONNAIRE TO WOMEN-LED SMEs

1. **What is your education level?**
  - Associated degree
  - Bachelor
  - High school
  - Master
  - Secondary school
  - Uneducated
2. **How old are you?**
3. **What is your marital status?**
4. **Are you the head of household?**

## **Business background**

**1. Which sector/value chain is your business engaged in? Please choose all that apply in order of importance**

**Processed Goods:**

- Clothing production
- Handicraft production
- Jewelry
- Dry fruits and nuts
- Saffron and other spices
- Food production & processing - Please specify
- Carpets
- Other processed goods – Please specify

**Agriculture:**

- Specify product

**Livestock:**

- Specify product

**Services:**

- Healthcare
- Education
- Telecommunication services
- Hospitality
- Beauty Parlor
- Trade (Import & Export)
- Other services – Please specify

other

**Construction**

- Please specify the type of construction

**2. Please state the number of employees including yourself.**

**3. Please specify nature of employment.**

Self-employed (only one person)

Family members

Open employment on competitive basis

Member of a Cooperative

Other – Please specify

**4. Please specify age of business.**

**5. What is your work location?**

Work from home  
Work online  
Maintain physical office space  
Operations in industrial park  
Other - please specify

**6. Do you also operate in other provinces? If yes, where?**

**7. Which support, if any, did you receive since you started your business?**

Training (business and financial literacy)  
Cash support  
Equipment  
Market linkages including participation in the trade exhibitions  
Vocational training  
Other - please specify

**Challenges in carrying out business activities and needs**

**8. What were the four most important challenges you faced in carrying out your business activities before August 15, 2021? Can you rank them in order of importance and explain how it has impacted your business? (Most negative first)**

*(Hint: e.g. legal environment, access to finance, cultural barriers, security concerns, insufficient demand, etc.)*

**9. What are the four most important challenges for your business activities after August 15, 2021? Can you rank them in order of importance and explain how it has impacted your business? (Most negative first)**

*(Hint: e.g. legal environment, access to finance, cultural barriers, security concerns, insufficient demand, etc.)*

**10. Do you need a particular license to operate your business? If so, what kind of license? Can you explain the process of registering your business and the positives & negatives of being a licensed business?**

**11. Do you feel safe continuing to do business? (Hint: In the market? at home? in the city center?)**

**a.** Have you ever been questioned by the authorities regarding your business? If yes, what kind of information they were looking for?

**b.** Have you been forced (willingly or by order) to change your business location because of current restrictions on women mobility and access to employment/doing business?

**12. What skills do you require to improve your business?**

*(Hint: e.g. accounting, marketing, technical training, etc.)*

**13. What other kind of support do you require to improve your business activities?**

### Access to finance

14. Has your business performance been impacted since August 15, 2021? If so, how? *(Probe: in addition to verbal description, try to categorize revenues and profits as increased, decreased, stayed the same)*
15. What is your main source of finance for your business? If multiple, can you rank them in order of importance?  
*(Hint: e.g. personal savings, sale of assets, family and friends, banks, hawalas, etc.)*
16. Has there been any change in or shift of the sources of finance for your business? If so, how?  
*(Hint: e.g. problems accessing remittances, banks/hawalas, etc. no longer lend to women enterprises, etc)*

*If your sources of finance in Question 21 is not any form of credit, please go to Question 27.*

17. If you use credit, what is your preferred source and why?  
*(Hint: e.g. personal savings, sale of assets, family and friends, banks, hawalas, etc)*
18. What are the prerequisites / requirements to access these loans / credits?  
*(Hint: e.g. collateral requirements, creditworthiness, credit history, etc)*
19. Has there been a change in the prerequisites to access credits after August 15? If yes, how has it changed?
20. How long does it take for you to receive your loan? If taken longer than expected, what were the reasons for the delay?
21. What are the main constraints you face in accessing loans?  
*(Hint: e.g. not sharia compliant, banks are not lending to women, no collateral, business needs to be registered, not able to travel to banks/ MSPs, etc)*
22. In your opinion, what are some of the solutions to these barriers in accessing loans?  
*(Hint: e.g. more information about FSPs in community, support in registering business, etc.)*
23. What level of financing would be most useful for your business?  
*(Probe: give a value in AFN or USD)*
24. How did you make payments before August 15, 2021? Has there been any changes in your payment methods after August 15, 2021? If yes, how?  
*(Hint: e.g. cash, mobile money, credit, banks, hawalas, etc.)*
25. Do you use digital technologies to make payments? If yes, which one(s)? If no, why?  
*(Hint 1 (If yes): e.g. mobile wallets, mobile banking, internet banking, etc.)*  
  
*(Hint 2 (If no) : Lack of access to phone, laptop, internet, etc.)*

### **Economic Activity**

26. What kind of raw/intermediate materials do you use in your production activities and where do you buy your supplies from?
27. Has your supply chain changed since August 15, 2021? If yes, how, and when?  
(Hint: e.g. the province /country of supply inputs for the business changed, banks are not able process import payments, suppliers do not want to work with women entrepreneurs, etc.)
28. If your supply chain has changed, how has it impacted your business?  
(Hint: e.g. additional costs, longer production times, shutting the business down, etc.)
29. Have you changed the nature of your business activities within the last year? If yes, how have they changed and why?  
(Hint: e.g. Stopped production of main product, started producing another product, etc.)

### **Marketing and Trade**

30. Who are your main clients? Have they changed since August 15, 2021? If yes, how?
31. What were channels of marketing your products before August 15, 2021? Please rank in order of importance.  
(Hint: e.g. Cooperatives, traders inside the country, wholesaler, export partners, internet, etc.)
32. Have channels of marketing your products changed after August 15, 2021 ? If so, how has the change happened? What are the implications on your business due to this change?
33. If you sell your products in marketplaces, which ones do you have access to?  
(Hint: e.g. periodic/daily markets, women's markets, no access, etc.)
34. What problems do you face in accessing marketplaces to sell your products ?  
(Hint: e.g. high travel expenses, distance to marketplace, new restrictions on women's mobility, security, financial transactions, etc.)
35. Do you sell your products to large traders? If yes, which ones? Have your business interactions with them been affected by restrictions on women since August 15, 2021?
36. Do you export your products? If yes, to which countries?
37. Have businesses in neighboring countries such as Pakistan, Uzbekistan, Tajikistan and Iran outsourced production to your business at any given time? If so, which parts? How has the volume of outsourcing changed since August 15, 2021?

38. Has your business outsourced part of your production abroad? Could you explain which part of production and why it has been outsourced? How has the volume of outsourcing changed since August 15, 2021? (*Hint: missing skills, machinery, etc.*)

### Forms of organization and membership

39. Are you a member of any business organization? Were you a member of this organization prior to August 15, 2021? Have you changed the organization membership after August 15, 2021?  
(*Hint: e.g. business chambers, cooperatives, saving groups, etc*)
40. Has there been a disruption in the activities of the organization you were / are part of after August 15, 2021?
41. As a woman, how has your membership status in an organization been affected after August 15, 2021?
42. Are you a member of saving group?

*If yes, please answer the following questions.*

43. How does your saving group operate? How is trust established; how do you divide returns; who are members, what is the minimum amount of savings to be deposited to become a member, how does lending work and at what cost?
44. Has there been a change in the membership of your saving group after August 15, 2021?
45. Has there been a change the amount of savings deposited and/or returns to deposits since August 15, 2021?  
(*Probe: in addition to verbal description, try to categorize revenues and profits as increased, decreased, stayed the same*)