IMPACT ASSESSMENT OF COVID-19 ON MONGOLIA’S MANUFACTURING FIRMS

SURVEY RESULTS MAY-JUNE
Acknowledgments

This report was produced by the UNIDO Field Office in Mongolia with the support and technical assistance of UNIDO’s Policy Research and Statistics Department and the Asia and the Pacific Regional Coordination Division. Special thanks go to all ministries and associations that supported the implementation of the survey as well as to the respondents from the private sector, including micro, small, medium and large enterprises, who dedicated valuable time during this pandemic to contribute to the survey.

Disclaimer

This report provides information about a situation that is rapidly evolving. As the circumstances and impacts of the COVID-19 pandemic are continuously changing, the interpretation of the information presented here may also have to be adjusted in terms of relevance, accuracy and completeness.
Executive summary

The impacts and economic consequences of COVID 19 are exacerbating economic hardship around the world. Private sector firms have been hit particularly hard by the pandemic crisis. The United Nations Industrial Development Organization (UNIDO) has conducted the survey “COVID-19 - Impact on Manufacturing Firms” among some of its Member States to provide a rapid assessment of the difficulties producers and business owners in the agriculture and manufacturing sectors and provide concrete recommendations to the relevant government agencies and development organizations.

The UNIDO firm-level survey covers three main themes, namely (i) the current impact of COVID-19; (ii) the expected impact of COVID-19, and (iii) dealing with COVID-19 with the aim of providing (i) a rapid assessment of the effects of COVID-19 on manufacturing firms, and (ii) concrete recommendations to the Government of Mongolia and associated ministries as well as development organizations.

The firm-level survey on the impact of COVID-19 was conducted between 26 April and 12 June 2020 and included agri-business and manufacturing micro, small, medium and large enterprises in Mongolia. The total number of survey respondents was 130 firms, with 86 (65 per cent) located in Ulaanbaatar, 14 (13 per cent) in the western region, 8 (7 per cent) in the Khangai region, 20 (19 per cent) in the central region and 2 (3 per cent) in the eastern region.

The total number of survey respondents were classified into three categories: (i) by firm type: – domestic-oriented (57 per cent), exporting firm (26 per cent), and global value chain (GVC) (17 per cent); (ii) by size: micro firm with less than 10 employees (50 per cent), small enterprises with 10 to 50 employees (16 per cent) and medium and large firms with more than 50 employees (16 per cent), and (iii) by sector: – textile (39 per cent), leather (31 per cent) and food, including milk and meat (30 per cent).

The questionnaire contained close ended questions and consisted of four sub-sections: (i) the current impact of COVID-19, (ii) the expected impact of COVID-19 in the short term, (iii) how firms are dealing with these impacts, and (iv) the profile of participating firms. The opportunity sampling method was used.
Key findings on the current impact of COVID-19

- Due to the pandemic, 55 per cent out of a total of 127 respondent firms reduced the working hours of more than 50 per cent of their staff. This change in working hours for over 50 per cent of employees affected 70 per cent of leather firms and 32 per cent of food firms.

- The lockdown has also caused financial problems for the firms. The most serious financial problems are repayment of loans (78 per cent), payment of wages and social security contributions (66 per cent) and of fixed costs (49 per cent) whilst only 2 per cent of respondents were not facing financial problems.

- In addition to financial problems, many enterprises are also facing other business-related challenges such as disruptions in logistics (53 per cent), reduction of orders (49 per cent), increased difficulty of financing operations (35 per cent) and non-extension of loans (23 per cent), among others.

- Another consequence of the current lockdown is the shortage of cashflow, which was reported by 97 per cent of respondents.

Key findings of expected impact of COVID-19

- According to the survey results, 92 per cent of a total of 110 firms expected a loss in revenue, while 8 per cent saw a possibility for an increase in revenue. The expected impact on revenue was grouped into moderate (loss in revenue by up to 20 per cent), strong (loss of between 20 per cent to 50 per cent) and extreme (loss in revenue of above 50 per cent). More than 60 per cent of a total of 100 firms expect an extreme drop in profits, in particular, GVC and exporter firms as well as textile firms anticipate the highest loss in revenue.

- In terms of the expected impact on employment, more than half of the firms were considering layoffs. Expected reductions of jobs were highest among small (71 per cent) and exporter firms (74 per cent).

- As regards government restrictions, the normal business operations of 7 out of 10 firms were impacted. If the restrictions continued, over 70 per cent of GVC firms would have to close down their operations within 3 months, while around 20 per cent of exporter firms expressed relative optimism to be able to sustain their operations for more than one year.
Key findings in dealing with COVID-19

• During the lockdown, various measures were being implemented by companies to deal with cashflow shortages, including the reduction in operating costs (41 per cent), taking loans from private individuals (41 per cent), commercial bank loans (30 per cent) and negotiating with lenders (29 per cent).

• Many GVC, exporting and medium and large firms reported that they were using advanced technologies to deal with the shortage of workers during the lockdown. Around 60 per cent of small firms and 50 per cent of leather firms considered outsourcing.

• To deal with the lack of inputs and intermediary products, respondent firms reduced production (59 per cent), increased procurement channels (29 per cent), and sought new production channels (26 per cent).

• Around 50 per cent of respondent firms had received government support from the economic stimulus packages, in particular exemptions from paying social security taxes. The main recipients were SMEs, large firms and exporting firms as opposed to micro firms.
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1 Sample characteristics

The firm-level survey on the impact of COVID-19 in Mongolia was conducted between 26 April and 12 June 2020 and involved agri-business and micro, small, medium and large manufacturing firms. The total number of respondents was 130 firms, with 86 (65 per cent) located in Ulaanbaatar, 14 (13 per cent) in the western region, 8 (7 per cent) in the Khangai region, 20 (19 per cent) in the central region and 2 (3 per cent) in the eastern region.

The sample was classified by firm type, size and sector. Domestic-oriented firms accounted for 57 per cent of the sample followed by 26 per cent exporter firms (non-global value chain), and 17 per cent global value chain (GVC) firms. About 50 per cent of surveyed firms were micro firms with less than 10 employees, 34 per cent were small enterprises with 10 to 50 employees and 16 per cent of survey participants were medium and large firms with over 50 employees (in accordance with the official definition of business size in Mongolian laws). Finally, 39 per cent of the sample were engaged in the textile and other industries including apparel, printing, wood, chemicals, computers and electric machinery), 31 per cent were engaged in the leather and 30 per cent in the food industry comprising beverages, meat and milk production.

Figure 1 Sampling distribution by firm type, size and sector *

*. GVC firms = Firms that either:

a. Produce intermediate inputs and sell a large share of their goods to foreign customers or to domestically located MNCs;

b. Are subsidiaries of MNCs with large shares of exports and/or imports;

c. Are two-way traders.

Exporters (non-GVC) = Non-GVC firms that sell part of their production (>10 per cent) abroad;

Domestic-oriented = Non-GVC firms that produce for the domestic market only.
2 Results of the survey

2.1 Current impact of COVID-19

The immediate impact of COVID-19 was reflected in employees’ inability to go to work. As a result, over 50 per cent of respondent firms have been forced to reduce their employees’ working hours. More specifically, nearly 70 per cent of leather firms had to reduce their employees’ working hours as did the majority of small and GVC firms (Figure 2). The working hours of over 50 per cent of employees were reduced in 32 per cent of food, 36 per cent of domestic-oriented and 47 per cent of micro firms.

Figure 2 Percentage of employees unable to work, by firm size, type and sector

The COVID-19 pandemic has caused unprecedented financial and non-financial challenges for businesses. According to the respondents, the most significant financial problems were the repayment of loans (78 per cent), the payment of wages and social security contributions (66 per cent) and of fixed costs (49 per cent), whilst only 2 per cent of firms stated that they had thus far not faced any financial problems. Figure 3 illustrates that a higher than average share of medium and large firms have faced a range of financial problems whereas the share of food and domestic-oriented firms is lower than average, with the exception of the repayment of loans by firms in the food industry.
Apart from financial problems, many enterprises have also dealt with other business problems such as disruptions in logistics (53 per cent), reduction of orders (49 per cent), increased difficulty of financing operations (35 per cent) and non-extension of loans (23 per cent), among others.
Another consequence of the lockdown was the shortage of cashflow, which affected nearly all firms. Domestic-oriented and firms in the food industry were hit relatively harder by the shortage of inputs for production, whilst GVC firms were less affected by worker shortages compared with exporters and domestic firms.

Figure 5 Problems in business operations, by size, type and sector (in %)

2.2 Expected impact of COVID-19

This survey aimed to identify the expected impacts of the COVID-19 restrictions on the revenue and employment among producers and service providers. Different expectations and concerns arise among the different firm types, sizes and sectors. The survey results reveal that 92 per cent of a total of 110 firms expect a decrease in revenue, while 8 per cent reported a possible increase.
The expected impacts on revenue were categorized as moderate (a decrease of up to 20 per cent), strong (a decrease of between 20 per cent to 50 per cent) and extreme (a drop in revenue of above 50 per cent). That is, over 60 per cent of a total of 100 firms expect an extreme loss in revenue, and GVC and exporter firms as well as textile firms anticipate the highest impact on their revenues as illustrated in Figure 7.
Firms were also asked about the expected impact of COVID-19 on employment, i.e. whether firms were considering layoffs. According to the results, over half of the firms are considering job cuts. More specifically, the expectation of layoffs was particularly high in small firms (71 per cent) and exporter firms (74 per cent).

**Figure 8**  
**Expected impact on employment (in %)**

![Expected impact on employment chart](chart)

The business operations of 7 out of 10 firms are currently affected by the government restrictions according to the survey results (Figure 9).

The respondents were asked how their firm could survive if the current restrictions in Mongolia continued. The results of the survey indicate that over 70 per cent of GVC firms would have to shut down their operations within 3 months, while around 20 per cent of exporter firms are relatively optimistic that they can sustain their business operations for more than a year if the government restrictions remain in place.
It is noteworthy that the majority of firms expect to recover in less than one month—despite being hard-hit—if the COVID-19 crisis were to end today. Micro (60 per cent), domestic-oriented (59 per cent) and food firms (67 per cent), in particular, expected a quick recovery after the crisis.
2.3 Dealing with COVID-19

In response to the lockdown, various measures were being implemented by firms to deal with cashflow shortages, such as reducing operating costs (41 per cent), taking loans from private individuals (41 per cent), taking commercial bank loans (30 per cent) and negotiating with lenders (29 per cent). Own equity financing was not widespread. Moreover, the majority of medium and large firms reduced their operational costs while micro firms took loans from private individuals. This indicates that the principal commitment of financial institutions will likely face challenges in the future.

The survey’s results reveal that GVC firms are raising wages and exporter and medium and large firms are using advanced technologies to deal with worker shortages. More than 50 per cent of leather and small firms are considering outsourcing (Figure 13).
Another problem that arose during the lockdown is the lack of inputs and of intermediary products for the production process. The main strategies and measures to address these problems include the reduction of production (59 per cent), an increase in procurement channels (29 per cent), new production channels (26 per cent), among others (Figure 14).
On 9 April 2020, Parliament approved a draft parliamentary resolution and accompanying bills on a package of measures to protect the health and livelihoods of people, maintain employment and stimulate the economy during the COVID-19 pandemic (Parliament approves package of measures to stimulate economy, 2020). In addition, the survey respondents were asked whether they were receiving government support. Nearly half of firms have benefitted from government support. The current economic stimulus packages are comparatively more advantageous for larger firms than for smaller ones. That is, small and domestic-oriented firms have benefitted the least from such support in comparison to other firms.

The most common forms of support received by firms are exemptions from paying social security taxes for 6 months (which around half of the surveyed firms benefitted from) and a payment of MNT 200,000 (USD 72) for a total of 3 months for each employee (which 18 per cent of firms benefitted from).
The survey also asked how useful the government’s support measures are. Over 70 per cent of surveyed firms stated that direct financial support (i.e. the payment of MNT 200,000 (USD 72) for each employee) was the most helpful support measure (Figure 17). In addition, the survey findings reveal that exemptions from paying social security taxes is also useful for businesses in coping with the financial fallouts caused by COVID-19.
In the face of the pandemic’s impacts, governments at all levels around the globe and in collaboration with financial institutions have introduced several types of relief and support measures. Providing a list of the most effective policies, the survey respondents were asked which policies ought to be introduced in Mongolia. Of the presented options, the firms selected temporary reductions of social security contributions, reimbursement of unemployment insurance for firms that do not lay off staff as well as reductions in tax rates or tax deferrals (Figure 18). The survey findings suggest that business entities in Mongolia would welcome a reduction of taxes and of social security contributions.
5. Conclusion and recommendations

The aim of the survey was to assess the economic difficulties producers and business owners in the agri-business sector and in other industries are facing to provide more in-depth insights for the Government of Mongolia and all relevant agencies about the impact of COVID-19 on the industrial sector. The firm-level survey comprise 130 firms from Ulaanbaatar and four other regions.

The impact of the COVID-19 pandemic on the agri-business sector has been rapidly evolving and is negatively affecting business operations in Mongolia. The pandemic’s early effects were exposed in particular in employment, financial and other business problems. The biggest challenge for businesses during the lockdown was financial problems, including the repayment of loans (as reported by 78 per cent of respondents) and the payment of wages and social insurance contributions (as reported by 66 per cent of 130 firms). In other words, firms have already been experiencing liquidity problems, including limited access to credit. This, in turn, might affect employment. The survey found that over 50 per cent of respondent firms reduced the working hours of more than 50 per cent of their employees, indicating that the current lockdown has jolted business operations.

The majority of firms have been facing disruptions in logistics and a reduction of orders, particularly GVC firms, exporters and textile firms. The slump in demand in the market has resulted in cashflow shortages in all surveyed firms.
In the near future, 90 per cent of respondent firms expect losses in revenue and 60 per cent of firms anticipate an extreme drop in profits (a decrease of above 50 per cent); GVC, exporter and textile firms, in particular, expect the highest losses in revenue. In addition, about 60 per cent of respondent firms were considering layoffs or job cuts, with over 70 per cent of exporter and small firms reporting that they would have to resort to this option if the restrictions continue.

To protect the health and livelihoods of people during the COVID-19 pandemic, job retention schemes and economic stimulus packages for businesses were announced by the Government of Mongolia. Almost half of the surveyed firms have received government support, with over 50 per cent of beneficiaries being medium and large firms as opposed to micro and small enterprises. In other words, small and domestic-oriented firms have benefitted the least from government support compared to other firms.

As 7 out of 10 firms are currently experiencing the negative impacts of the pandemic on their normal business operations, the survey’s findings suggest that the government should consider easing restrictions in this time of crisis – over 70 per cent of GVC firms are at risk of closing down their operations within 3 months if the current cashflow shortage continues. The government should immediately develop a strategic plan for economic recovery.

However, around 50 per cent of firms stated that they would need less than one month to return to normal business if the pandemic were to end today. Fast recovery after a crisis usually implies that the crisis has only brought about moderate changes to ‘business as usual’. If a quick recovery is expected by the majority of firms, a strategic plan for economic recovery and support measures by the government are even more crucial to secure the advantage of a rapid return to business as usual post-COVID-19.
Annex 1 Survey questionnaire

COVID19: IMPACT ON MANUFACTURING FIRMS SURVEY

Current impact of COVID-19

This survey will provide a rapid assessment on the impact of COVID-19 and possible remedies or recommendations to bring the private sector and manufacturers in the agricultural sector to a state of “business as usual”. The data will be treated with confidentiality.

1. Because of the epidemic, what changes occurred to the working hours of employees at present?

| % working home based (% women, % men) |
| % working with shortened hours (% эмэгтэй, % эрэгтэй) |
| Other, please specify: ____________________ |

2. Please indicate the most significant financial problems for your firm during the outbreak (please select all that apply):

- Staff wages and social security charges
- Fixed costs, e.g. rent
- Repayment of loans
- Payments of invoices
- Other expenses, please specify: ________________

No specific problem

3. Are there any other business problems your firm is facing due to the epidemic? (Up to two options)

- Reduction of orders
- Inability to deliver existing orders
- Increased difficulty of financing
- Existing loans cannot be extended
- Disruption of raw material and intermittent goods supply chain
- Disruptions of final product sales
- Terminating contract of goods supply
- Insufficient protective equipment (e.g. masks)

Other, please specify: ____________________

Expected impact of COVID-19

4. What impact do you currently expect on your firm’s revenue this year as a result of COVID-19?

| No impact |
| Decrease of ___% |
| Increase of ___% |
| Too early to state |
| I don’t know |

15
5. Is your firm currently considering layoffs, or has already done some because of the epidemic?

<table>
<thead>
<tr>
<th>Yes (go to question 5.1)</th>
<th>No (go to question 6)</th>
</tr>
</thead>
</table>

5.1 What percentage of staff are you expecting to (or have already) cut?

<table>
<thead>
<tr>
<th>____% (go to question 5.2) of which ____% with salary and ____% without salary</th>
<th>Too early to state (go to question 6)</th>
</tr>
</thead>
</table>

5.2 Do you expect these layoffs to be temporary or permanent (total should sum up to 100%)?

<table>
<thead>
<tr>
<th>____% Temporary (of which ___ % women, ___ % men)</th>
<th>____% Permanent (of which ___ % women, ___ % men)</th>
<th>____% Too early to state</th>
</tr>
</thead>
</table>

5.3 If possible, please indicate how these layoffs are distributed with respect to their qualification (please insert value as percent of total sales for every option; total should sum up to 100%)

<table>
<thead>
<tr>
<th>% University degree</th>
<th>% Technicians</th>
<th>% Semi-skilled</th>
<th>% Unskilled</th>
<th>% Apprentice</th>
<th>Unable to say at this stage</th>
</tr>
</thead>
</table>

5.4 If possible, please indicate how these layoffs are distributed over the following areas (please insert value as percent of total sales for every option; total should sum up to 100%)

<table>
<thead>
<tr>
<th>% Research and development</th>
<th>% Design</th>
<th>% Manufacturing / Assembly</th>
<th>% Customer Service</th>
<th>% Administrative</th>
<th>Unable to say at this stage</th>
</tr>
</thead>
</table>

6. Are there currently restrictions by your government that impact your normal way of operating as a business?

<table>
<thead>
<tr>
<th>Yes (go to question 6.1)</th>
<th>No (go to question 7)</th>
</tr>
</thead>
</table>

6.1 If the current restrictions in your country continue, how long can your firm’s current cashflow maintain the company’s operation?

<table>
<thead>
<tr>
<th>Indefinitely</th>
<th>More than 12 months</th>
<th>Between 6 and 12 months</th>
<th>Between 3 and 6 months</th>
<th>Between 1 and 3 months</th>
<th>Less than 1 month</th>
</tr>
</thead>
</table>

7. If the international COVID-19 crisis were to end today, how long would you estimate it would take for your company to get back to business as usual?

<table>
<thead>
<tr>
<th>____ days</th>
</tr>
</thead>
</table>

Dealing with COVID-19
8. What is the main means you are considering to deal with the cashflow shortage? (Up to two options)

- Loans by commercial banks
- Loans by Internet finance
- Loans by microfinance and non-bank financial institutions
- Loans by private individuals
- Negotiating with lenders to avoid withdrawing loans
- Equity financing (adding new shareholders or capital increase of former shareholders)
- Reduction of operating costs (e.g. layoffs and salary reductions)
- No cashflow shortfalls problem
- Other, please specify: __________________

9. What is the main means you are considering to deal with the shortage of workers? (Up to two options)

- Wage increases
- Use of advanced equipment or software to reduce the amount of work
- Outsourcing of orders
- Delay in delivery
- No shortage of workers
- Other, please specify: __________________

10. What is the main means you are currently considering to deal with the shortage of inputs such as intermediate goods and raw materials? (Up to two options)

- Reduction of production
- Outsourcing orders
- Increasing the procurement channels
- Seeking new production channels
- Delaying goods delivery
- No shortage of inputs
- Other, please specify: __________________

11. What is the main means you are currently considering to deal with difficulties in fulfilling contracts?

- Settlement by mutual agreement
- Legal or arbitral settlement
- Expect the government to coordinate and provide clear disclaimer agreements
- Payment of liquidated damages
- No contractual performance issues
- Other, please specify: __________________

12. Are there currently any measures / support packages by your government that your company is benefiting from?

- Yes (go to 12.1)
- No (go to 13)
12.1 Please specify what measures/support you are receiving:

<table>
<thead>
<tr>
<th>Measure/support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exempt from Social insurance tax within 6 months of business entities and non-</td>
</tr>
<tr>
<td>government organizations apart from government organizations, all universities</td>
</tr>
<tr>
<td>despite of property type and volunteer insurer</td>
</tr>
<tr>
<td>200 thousand MNT support during 3 months per employee of private entities whose</td>
</tr>
<tr>
<td>operations stopped and decreased sales income by more than 50%</td>
</tr>
<tr>
<td>Soft loans worth MNT300 billion in total will be issued to the national cashmere</td>
</tr>
<tr>
<td>manufacturers, plus MNT200 billion will be resolved as a financial source to re-</td>
</tr>
<tr>
<td>serve cashmere. The loan will have an annual interest rate of 3-5 percent.</td>
</tr>
<tr>
<td>Other, please specify:</td>
</tr>
</tbody>
</table>

12.2 To what degree this support is useful to your company

<table>
<thead>
<tr>
<th>Degree of usefulness</th>
<th>Other, please specify:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly beneficial</td>
<td></td>
</tr>
<tr>
<td>Beneficial</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
</tr>
<tr>
<td>Almost beneficial</td>
<td></td>
</tr>
<tr>
<td>Not beneficial</td>
<td></td>
</tr>
<tr>
<td>Other, please specify:</td>
<td></td>
</tr>
</tbody>
</table>

**Background Information:**

**Profile of the firm**

13. When did the firm start to operate?

<table>
<thead>
<tr>
<th>Insert year</th>
</tr>
</thead>
</table>

14. Please select the industry that best describes the products your firm produces:

<table>
<thead>
<tr>
<th>Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and beverages</td>
</tr>
<tr>
<td>Tobacco products</td>
</tr>
<tr>
<td>Textiles /wool and cashmere producing and processing/</td>
</tr>
<tr>
<td>Leather, leather products and footwear</td>
</tr>
<tr>
<td>Meat producing and final production</td>
</tr>
<tr>
<td>Milk producing and final production</td>
</tr>
<tr>
<td>Wearing apparel, fur</td>
</tr>
<tr>
<td>Wood products (excl. furniture)</td>
</tr>
<tr>
<td>Paper and paper products</td>
</tr>
<tr>
<td>Printing and publishing</td>
</tr>
<tr>
<td>Coke, refined petroleum products, nuclear fuel</td>
</tr>
<tr>
<td>Chemicals and chemical products</td>
</tr>
<tr>
<td>Rubber and plastics products</td>
</tr>
<tr>
<td>Non-metallic mineral products</td>
</tr>
<tr>
<td>Basic metals</td>
</tr>
<tr>
<td>Fabricated metal products</td>
</tr>
<tr>
<td>Machinery and equipment n.e.c.</td>
</tr>
<tr>
<td>Office, accounting and computing machinery</td>
</tr>
<tr>
<td>Electrical machinery and apparatus</td>
</tr>
<tr>
<td>Radio, television and communication equipment</td>
</tr>
<tr>
<td>Medical, precision and optical instruments</td>
</tr>
<tr>
<td>Motor vehicles, trailers, semi-trailers</td>
</tr>
<tr>
<td>Other transport equipment</td>
</tr>
<tr>
<td>Furniture; manufacturing n.e.c.</td>
</tr>
<tr>
<td>Recycling</td>
</tr>
</tbody>
</table>
15. What is the ownership structure of your company?

- 100% nationally owned enterprise
- Foreign subsidiary
- Joint venture
- Other, please specify: ____________________

16. What was the number of employees of the firm at the end of 2019?

- Insert the number of employees at the end of 2019
  (of which ___ % women, ___ % men)

17. In relation to the main production activity, the firm produces predominantly (please select one option):

- Finished goods for consumers
- Finished goods for industrial business
- Intermediate inputs for agriculture
- Intermediate inputs for manufacturing
- Intermediate inputs for services

18. Which share of purchases of raw materials and intermediate goods corresponded to each of these categories in 2019? (please insert value as percent of total sales for every option; total should sum up to 100%):

- ___% Import: foreign suppliers
- ___% National: Multinational corporations/foreign-owned suppliers located in the country
- ___% National: domestic suppliers

19. Which share of sales/turnover corresponded to each of these categories in 2019 (please insert value as percent of total sales for every option; total should sum up to 100%):

- ___% Export: foreign customers
- ___% National: Multinational corporations /foreign-owned customers located in the country
- ___% National: domestic customers

20. Has the firm run part of its production activity in another country in 2019 (offshores)?

- Yes, through direct investment (i.e. foreign affiliates/controlled firms)
- Yes, through contracts with domestic firms abroad (e.g. technical/manufacturing partnership agreement, licensing agreement)
- No

21. Which regions does your company have offices or production plants in?

- Ulaanbaatar
- Arkhangai
- Bayan-Ulgii
- Bayankhongor
- Bulgan
- Govi-Altai
- Govisumber
- Darkhan-uul
- Dornogovi
- Dornod
- Dundgovi
- Zavkhan
- Orkhon

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Follow up

22. We would greatly appreciate your participation in a follow up survey in a few months. If you would like to participate, please leave your contact details:

Name and Email (optional, mobile or landline number)