



# NSBA

## SMALL BUSINESS SURVEY



### COVID-19 Relief

April 2020

# FOREWORD

Welcome.

The coronavirus (COVID-19) continues to wreak widespread economic turbulence unlike anything we've ever seen. Many small businesses have undergone fundamental changes in their businesses—changes which could be long-term—while many others are worried they simply will not make it through this pandemic. In an effort to illustrate the real-world implications of the virus and help policymakers understand the likely long-term effects the pandemic is causing among America's small businesses, NSBA has conducted a survey of more than 980 small-business owners on how the virus is impacting their small business.

Among the key takeaways from this survey:

- Nearly all small businesses, 92 percent, say they are very concerned about the economic impact of COVID-19;
- Eighty percent say they have experienced reduced customer demand, up from 49 percent just four weeks ago;
- Just five percent of respondents who applied for an EIDL loan have received any money so far, only 25 percent have received money under the PPP loan program;
- Two-thirds of small-business owners are now anticipating a recession in the coming 12 months compared with just 14 percent in January;
- Nearly half of small businesses are not confident in the future of their business.

NSBA has said from the start: maintaining cash-flow and liquidity is essential to a vibrant small-business community which funds, drives and fosters all of our communities. Although lawmakers quickly passed bipartisan legislation back in March, the CARES Act, which created the Paycheck Protection Program (PPP), more must be done. On April 16, SBA stopped processing PPP and Economic Injury Disaster Loans (EIDL) because appropriated funds ran out.

Adding insult to injury is the fact that the very smallest of businesses were unable to begin applying for the program until April 10 and only two days before the programs shut down did banks receive guidance on how to process loans for self-employed individuals. All small businesses deserve access to assistance, not just those lucky enough to get their applications processed before mid-April.

Furthermore, the smallest businesses are being disproportionately impacted: according to this survey, among small businesses with 10 or fewer employees, only 18 percent were approved for their PPP applications whereas those businesses with more than 20 employees have a 52 percent approval rate.

Absent prompt action, we could be at the start of a very painful, long economic downturn.

This survey was conducted online among more than 980 small-business owners on April 15-18. Please contact our [Media Affairs](#) department with any media-related inquiries. Additionally, please visit NSBA's [resource page](#) for updates, podcasts, small-business stories, Action Alerts and much more.

We hope you find this information useful.

Best,

Todd McCracken  
NSBA President and CEO

Marc Amato  
2020 Board Chair

# DEMOGRAPHICS

## Which of the following best describes the industry or sector in which your business operates?

Professional, Scientific and Technical Services	23%
Construction	15%
Other Services (except Public Administration)	12%
Manufacturing	8%
Health Care and Social Assistance	7%
Information (IT)	6%
Educational Services	5%
Retail Trade	5%
Transportation and Warehousing	4%
Arts, Entertainment, and Recreation	3%
Accommodation and Food Services	2%
Wholesale Trade	2%
Administrative and Support Waste Management and Remediation Services	2%
Real Estate, Rental and Leasing	2%
Finance & Insurance	1%
Management of Companies and Enterprises	1%
Agriculture, Forestry, Fishing and Hunting	1%
Utilities	1%

## How many total full-time personnel are currently employed by your business?

0	5%
1 - 5	55%
6 - 10	16%
11 - 20	12%
21 - 50	8%
51 - 100	3%
101 - 500	2%

## Which of the following best describes the structure of your business?

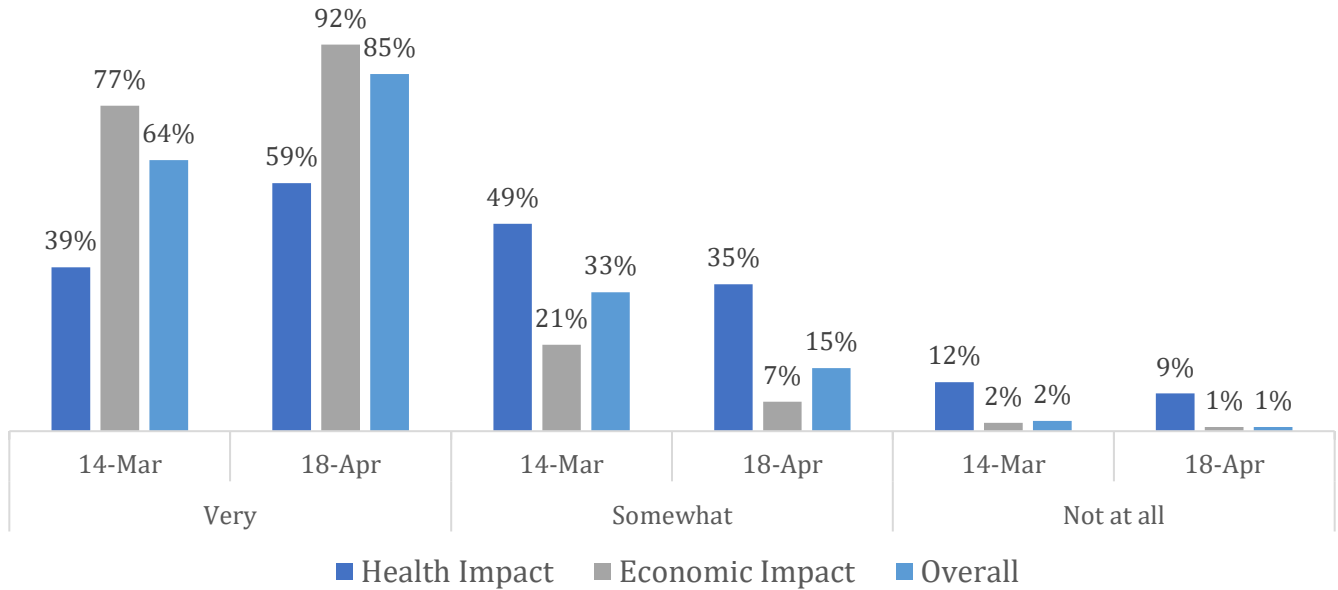
C-Corp	14%
S-Corp	38%
Sole Proprietorship with employees	5%
Self-employed	5%
Partnership	1%
LLC	36%

## In what state or U.S. territory is your business located?

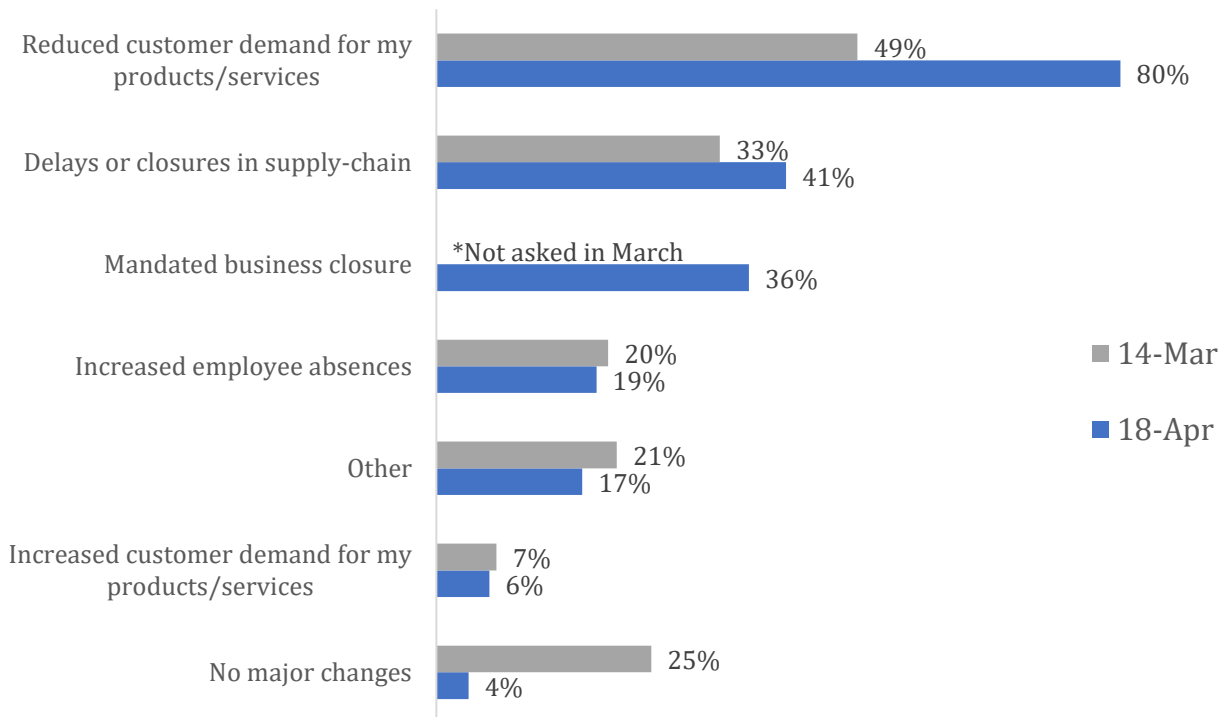
New England (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)	4%
Mid-Atlantic (Delaware, District of Columbia, Maryland, New York, New Jersey, Pennsylvania, Virginia, West Virginia)	19%
Great Lakes (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)	14%
Farm Belt (Iowa, Kansas, Missouri, North Dakota, Nebraska, South Dakota)	3%
South (Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas)	30%
Mountain (Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, Wyoming)	13%
Pacific (Alaska, California, Hawaii, Oregon, Washington)	15%
U.S. Territories (American Samoa, Guam, Puerto Rico, Virgin Islands)	1%

# COVID-19 IMPACT

## How concerned would you say you are about the coronavirus?



## In which of the following ways is your business currently being impacted? (Check all that apply)

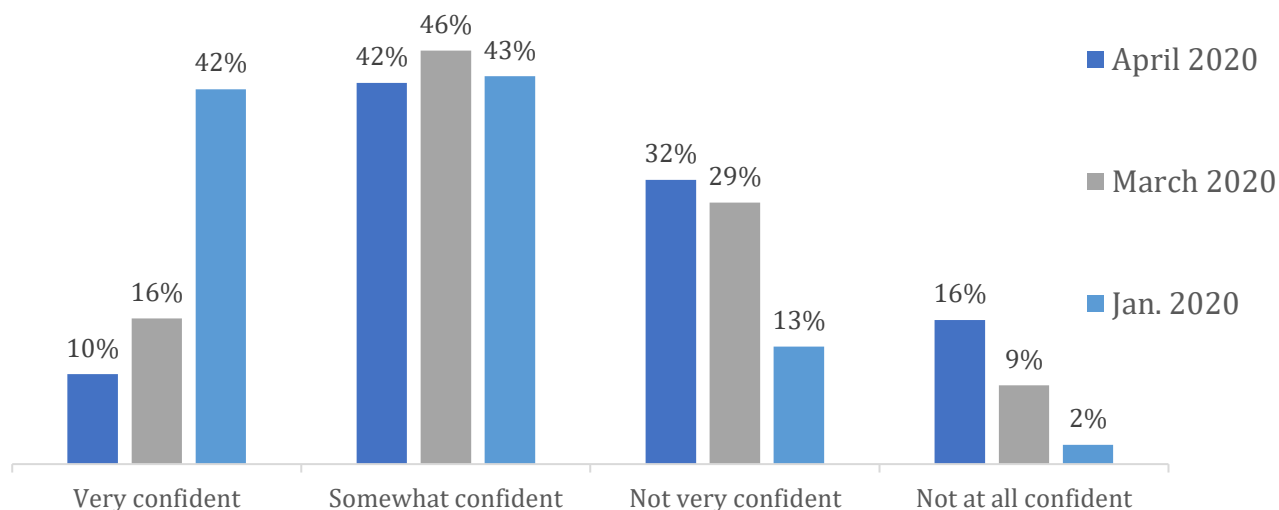


# COVID-19 IMPACT

**Which of the following have you done and/or encountered as a result of the coronavirus? (Check all that apply)**

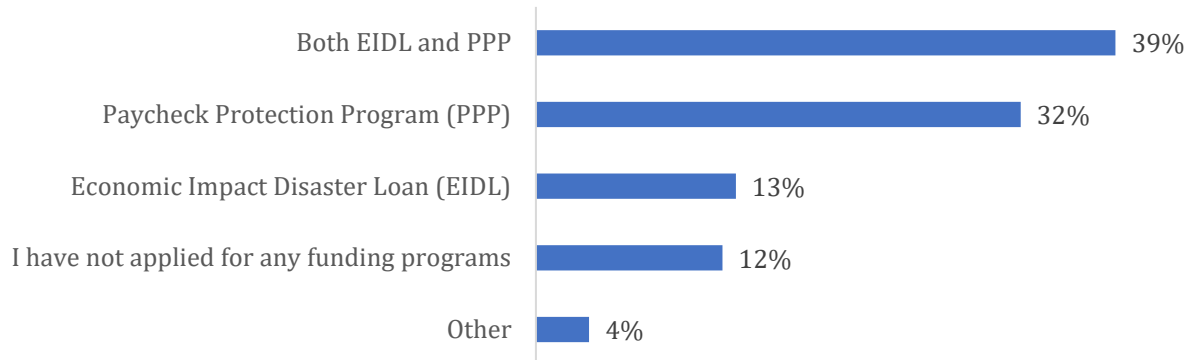
	April 2020	March 2020
I personally have cancelled or changed business travel plans	67%	44%
I have had small-scale meetings cancelled or changed	54%	37%
I have had events or conferences cancelled or changed	62%	52%
I have teleworked	56%	26%
I have encouraged employees to telework	39%	19%
I have issued guidance on staying healthy at my workplace	53%	53%
I have had to lay-off employees	25%	n/a
I have had to reduce employee hours	38%	n/a
I have temporarily closed my business	24%	n/a
I have permanently closed my business	0%	n/a
I have provided protective equipment to employees	38%	n/a
No changes	1%	14%
Other	9%	8%

**From a financial perspective, how do you feel right now about the future of your business?**

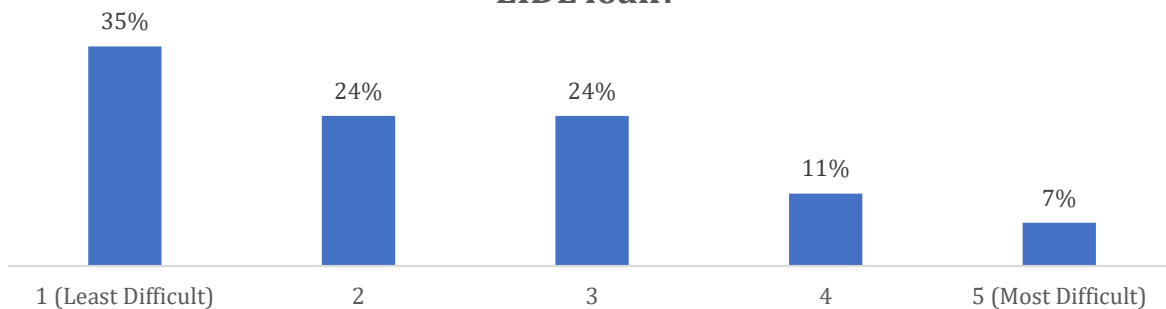


# COVID-19 LENDING

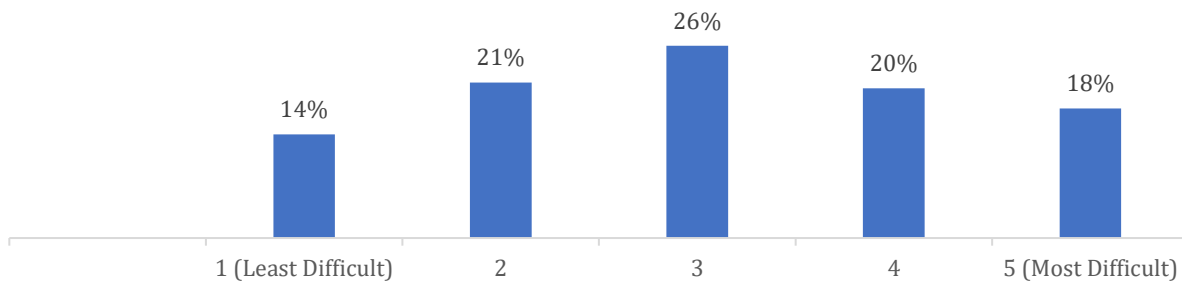
## Which of the following government loan/grant programs have you applied for:



## On a scale of 1 to 5 with 5 being the MOST difficult, how difficult would you rate the process for applying for an EIDL loan?

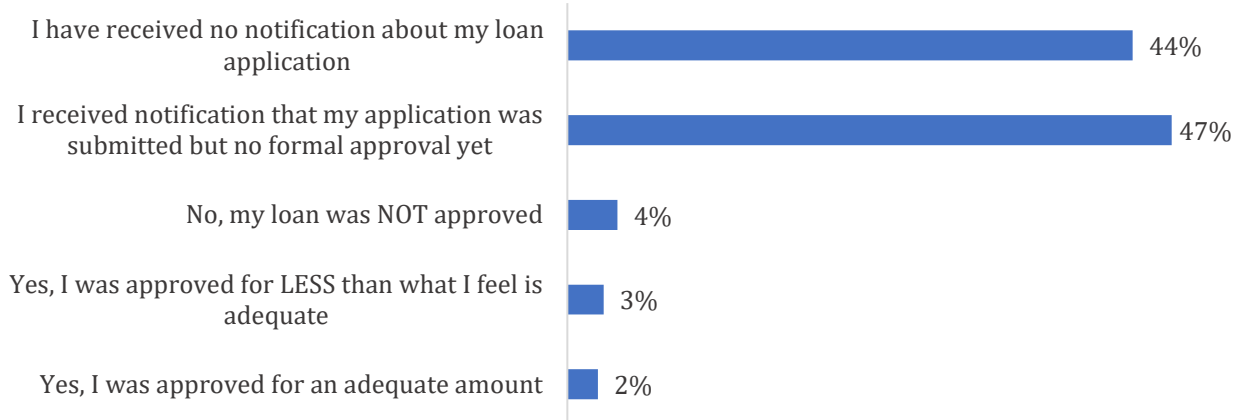


## On a scale of 1 to 5 with 5 being the MOST difficult, how difficult would you rate the process for applying for a PPP loan?

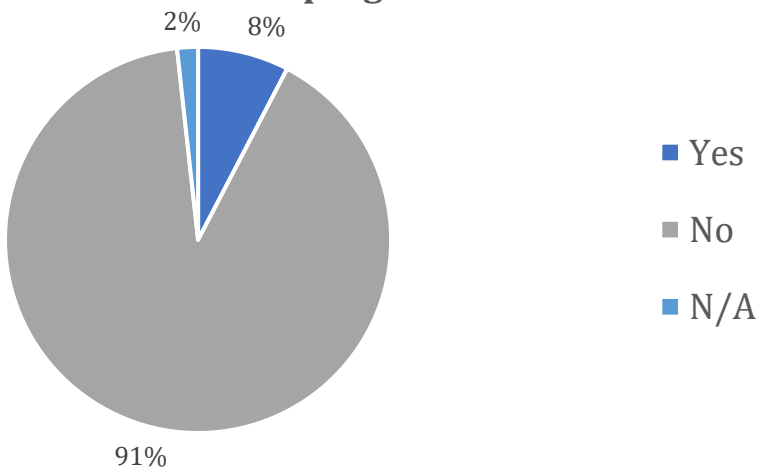


# COVID-19 EIDL PROGRAM

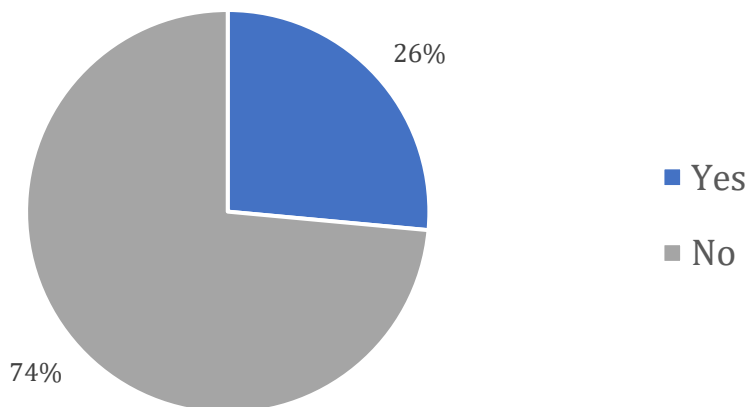
## Was your EIDL loan application approved?



## Have you received any of the Advance Funds outlined under the EIDL loan program?

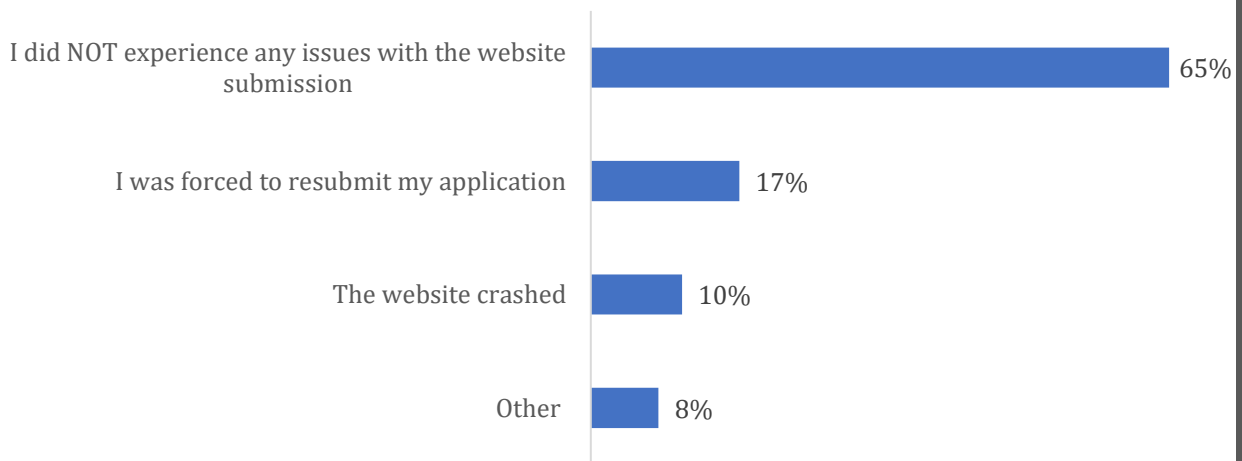


## Did you encounter any issues with the EIDL submission process or website?



# COVID-19 EIDL PROGRAM

If you experienced any issues in submitting your EIDL loan, what were they?

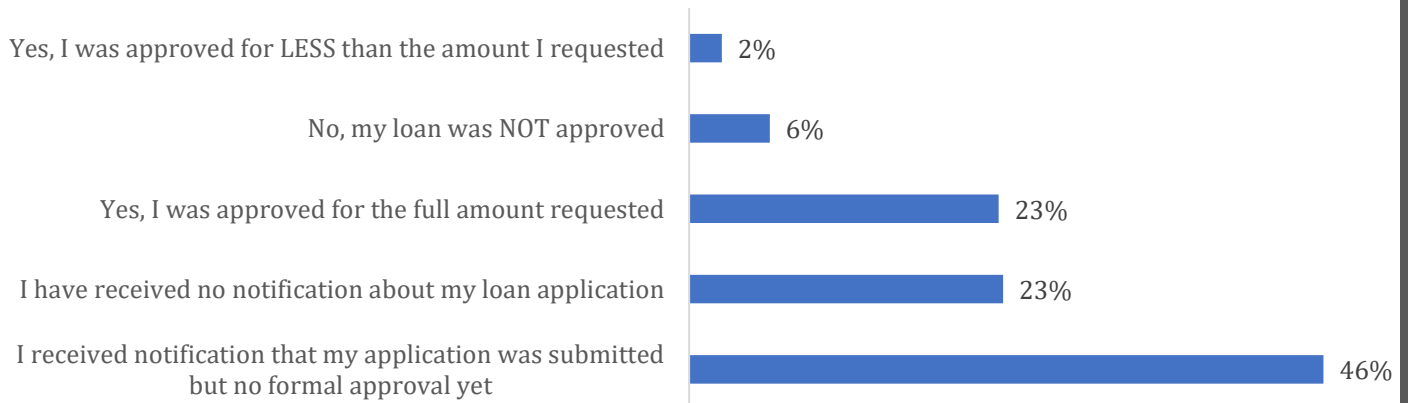


**NSBA**  
**COVID-19**  
**Small Business Resources**  
[www.NSBA.biz/COVID-19](http://www.NSBA.biz/COVID-19)

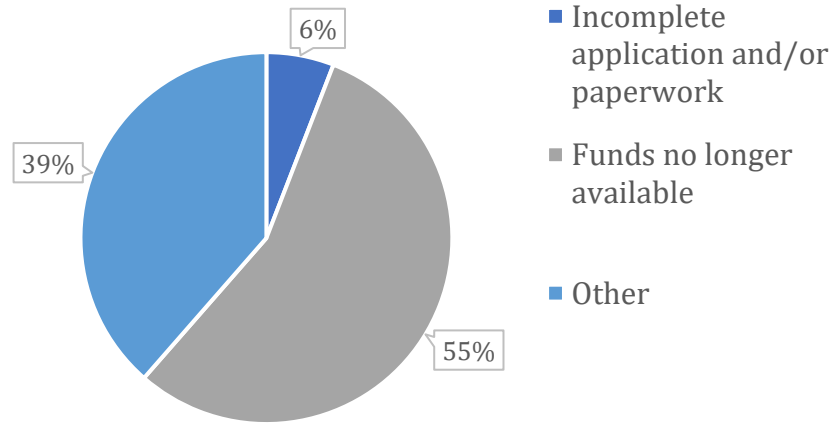


# COVID-19 PPP FUNDS

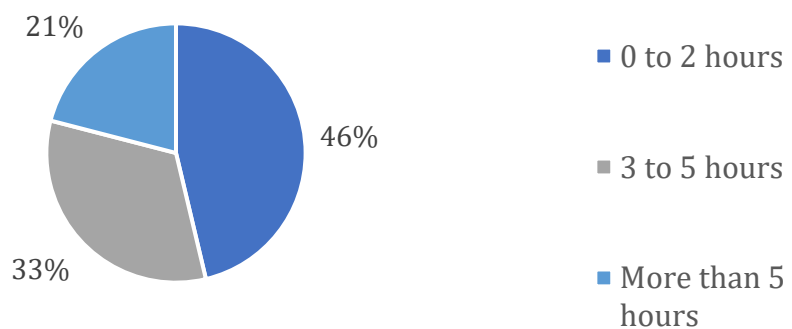
## Was your PPP loan application approved?



## If your PPP loan application was denied, what was the reason given?

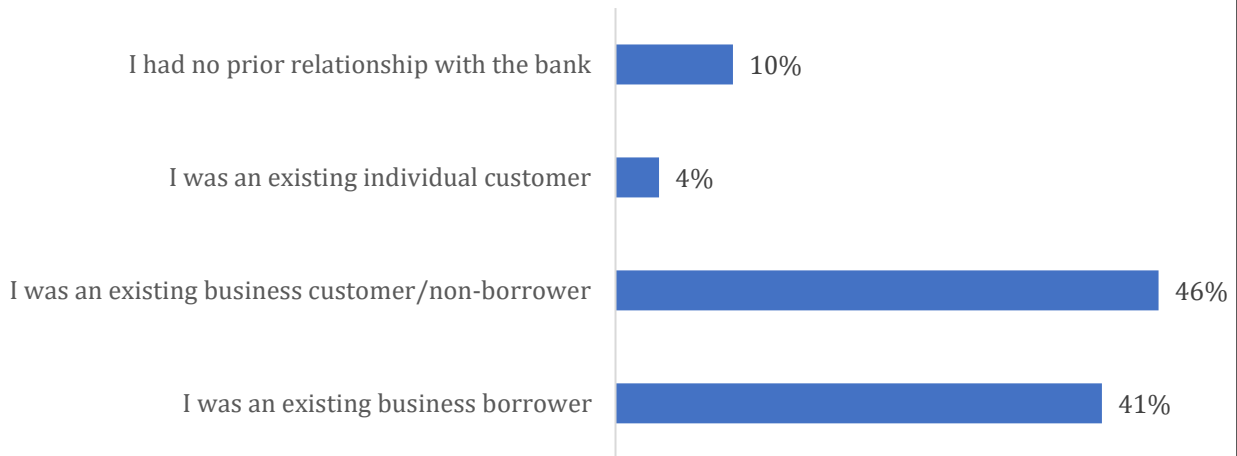


## Approximately how much time did it take you to complete your PPP loan application and gather required paperwork?

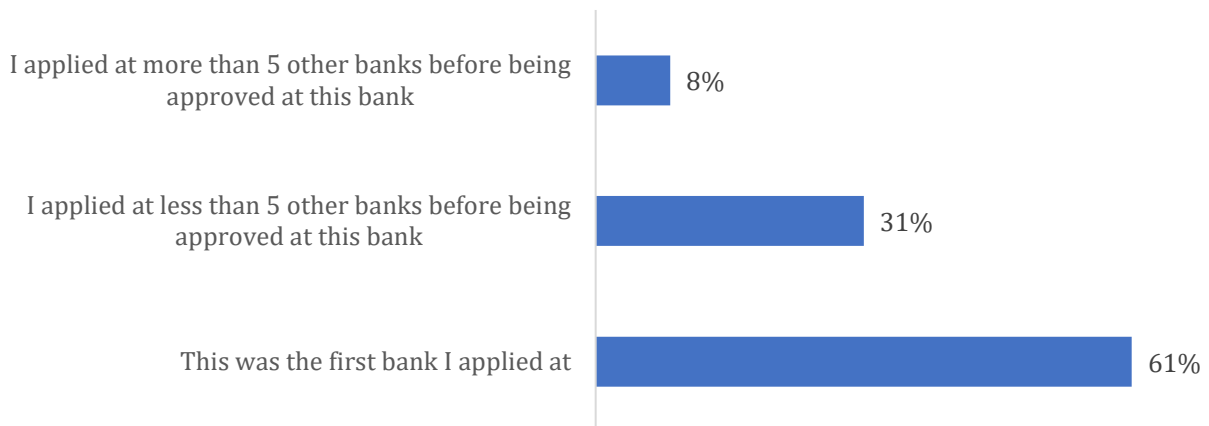


# COVID-19 PPP FUNDS

**Please indicate your relationship with the bank at which you applied for the PPP loan.**

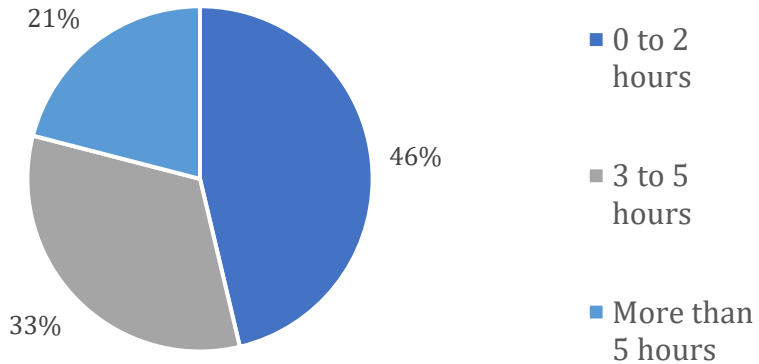


**If you had no previous relationship with the bank that ultimately processed your PPP loan application, please indicate which of the following is true:**

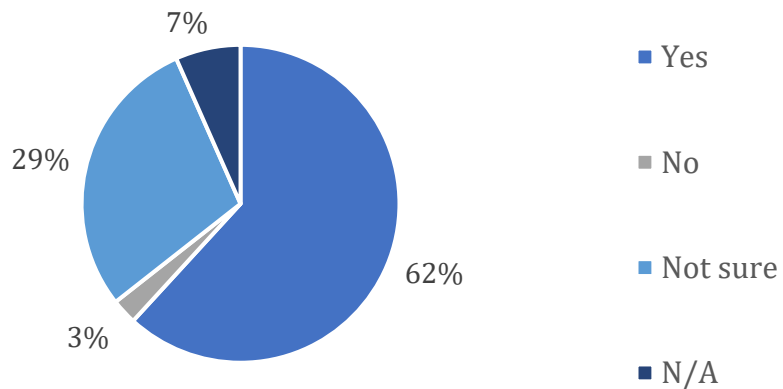


# COVID-19 PPP FUNDS

Approximately how much time did it take you to complete your PPP loan application and gather required paperwork?

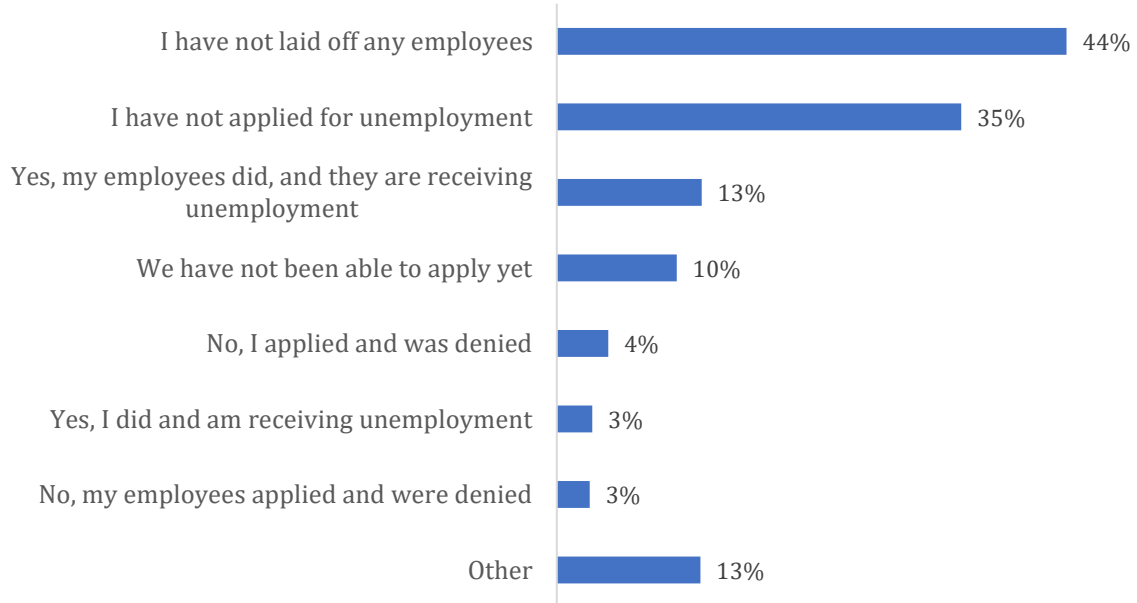


Do you anticipate the majority of your PPP loan will be forgiven, i.e. you do not have to pay it back?

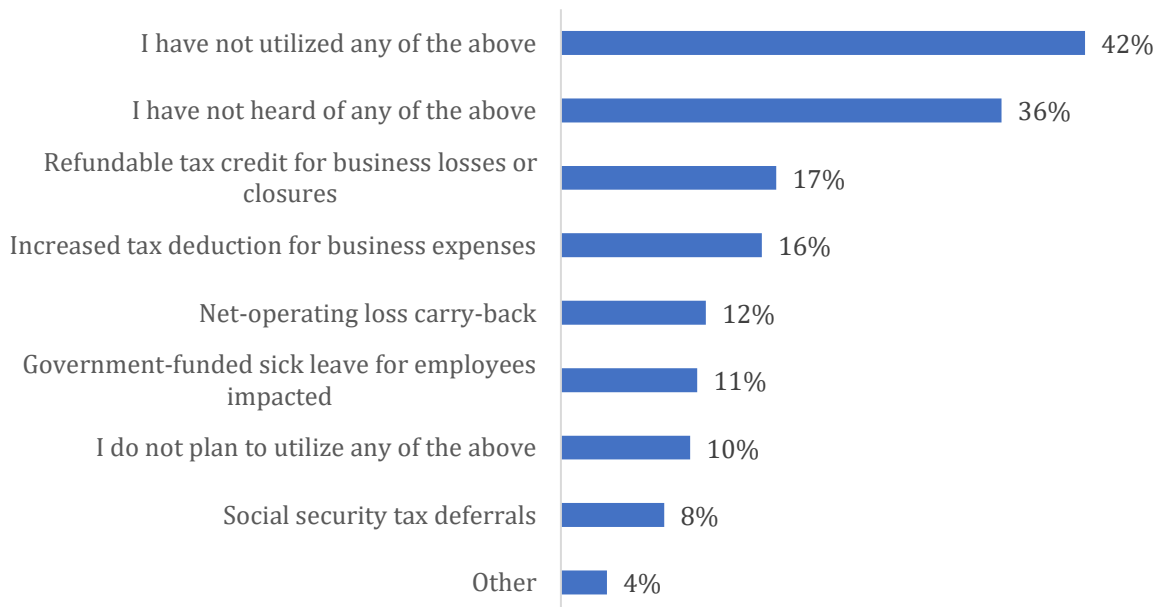


# COVID-19 ADDITIONAL RELIEF PROGRAMS

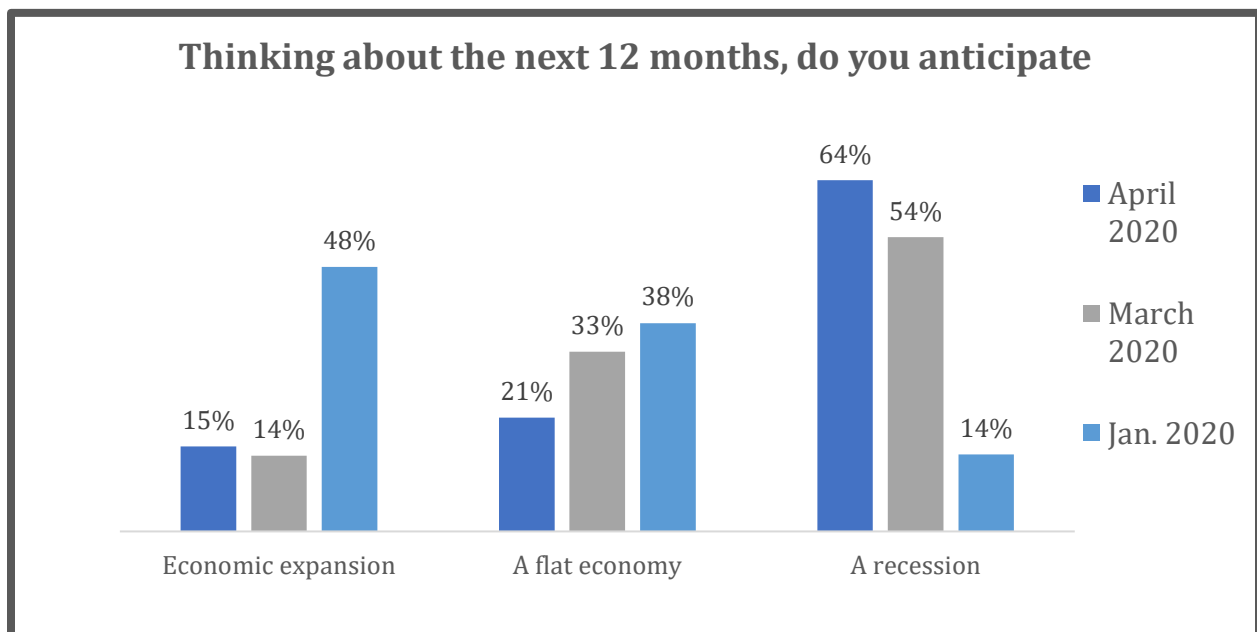
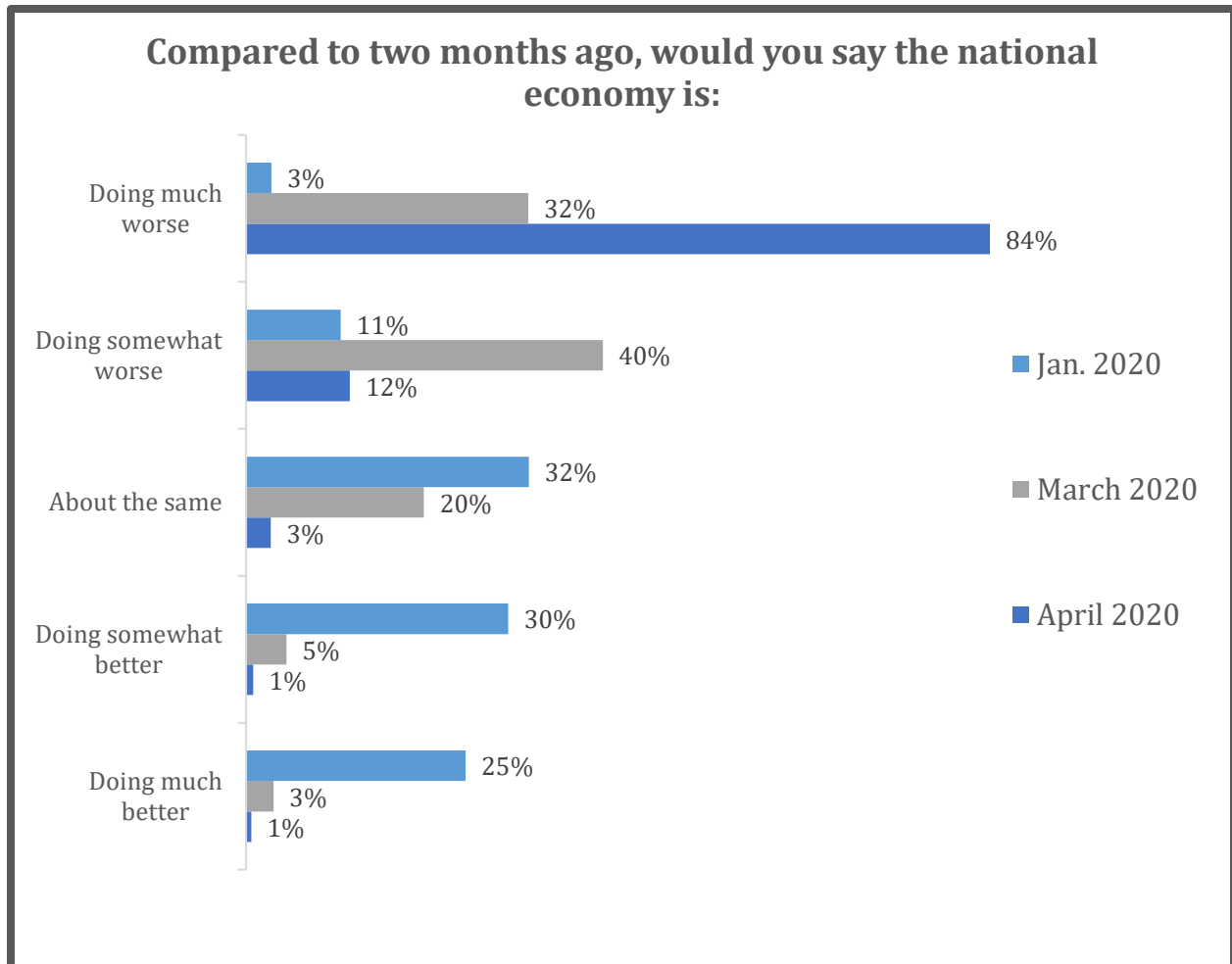
**As things stand TODAY, have you, or any of your employees successfully applied for unemployment?  
(Check all that apply)**



**Please indicate which of the following COVID-related relief options you have utilized or plan to utilize. (Check all that apply)**

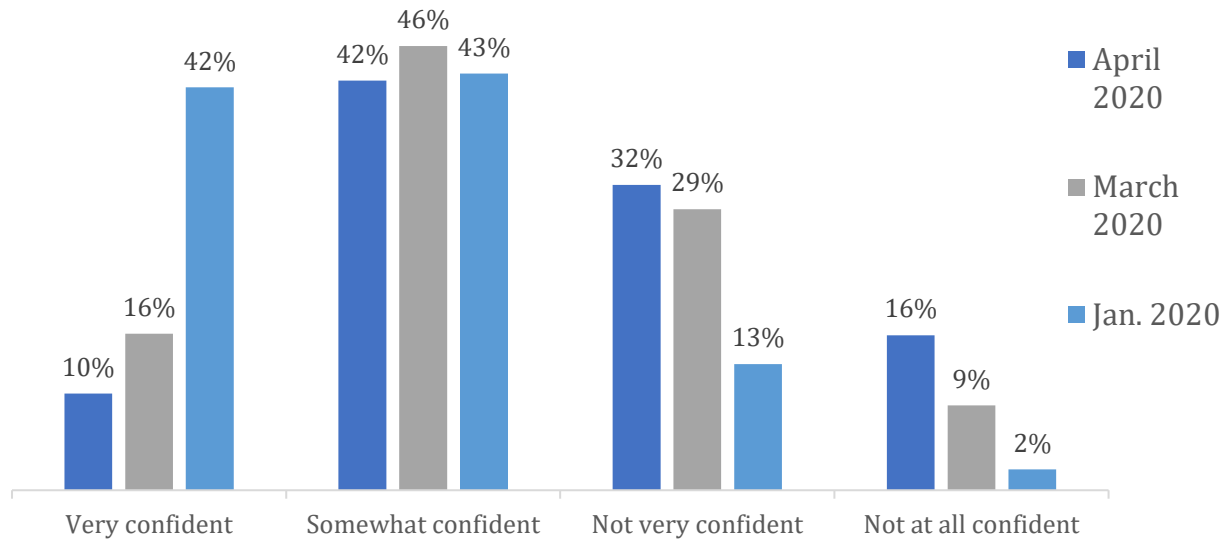


# COVID-19 ECONOMIC OUTLOOK



# COVID-19 ECONOMIC OUTLOOK

From a financial perspective, how do you feel right now about the future of your business?



How concerned are you about a possible second-wave of COVID-19 and its long-term impact on your business?

