



## Annual Customer Survey

This survey is designed to help us understand how well the producer groups we support through our finance are doing, the challenges they face and how they are able to mitigate these. The survey will help us improve our services and serve you better.

By completing this survey, you give us your consent to use the results in our electronic and print publications.

Please complete this survey by 31st August 2023.

\* Required

Your business

1. Which country are you in? \*

- Benin
- Bolivia
- Brazil
- Burkina Faso
- Chile
- Costa Rica
- El Salvador
- Ghana
- Honduras
- Ivory Coast
- Kenya
- Malawi
- Mexico
- Mongolia
- Nicaragua
- Peru
- Rwanda
- Tanzania
- Togo
- Uganda
- Other

2. What do you produce? [please tick all that apply] \*

- Coffee
- Chocolate
- Cocoa
- Fruit
- Garments - Textiles
- Handcrafts
- Honey
- Nuts
- Processed food
- Quinoa and other grains
- Herbs and Spices
- Sugar
- Tea
- Vegetables
- Other

## Sales and Production

3. In the last 12 months has the organisation's sales [please tick one option] \*

- Increased
- Decreased
- Stayed the same as last year

4. What do you think has led to this increase? [please tick all that apply] \*

- Access to finance (from any source)
- Increase in certification premium(s) received
- Increase in price
- Alternative income stream
- Other

5. What do you think has led to this decrease? [please tick all that apply] \*

- Lack of access to finance (from any source)
- Decrease in certification premium(s) received
- Loss of alternative income stream
- Decrease in price
- Climate change
- Other

6. What do you think has led to sales staying the same as last year? [please tick all that apply] \*

- No change in access to finance (from any source)
- No change in certification premium(s) received
- No alternative income streams
- No change in price
- Climate change
- Other

7. In the last 12 months, have the orders received increased, decreased or stayed the same? [please tick one option] \*

- Increased
- Decreased
- Stayed the same as last year

8. What do you think has led to this increase? [please tick all that apply]

- New buyers
- Increase in production capacity
- Improvement in product quality
- New certifications
- Increased ability to meet orders promptly
- Increased buyer confidence
- Other

9. What do you think has led to this decrease? [please tick all that apply]

- Fewer buyers
- Transportation/logistic challenges
- Loss of certification
- Low production
- Other

10. What do you think has led to orders staying the same as last year? [please tick all that apply]

- No change in buyers
- No change in production
- No change in certification
- Other

## Price and Income

11. In the last 12 months, has the average price per unit paid to your producers \*

- Increased
- Decreased
- Stayed the same

12. What do you think has led to this increase? \*

13. What do you think has led to this decrease? \*

14. What do you think has led to the average price paid per unit to producer staying the same as last year? \*

15. In the last 12 months, has artisan income [please tick one option] \*

- Increased
- Decreased
- Stayed the same as last year
- Not Applicable

16. What do you think has led to this increase? \*

- Availability of inputs
- Access to inputs
- Increased volume / production
- Increase in price
- Other

17. What do you think has led to this decrease? [please tick all that apply] \*

- Lack of availability of inputs
- Lack of access to inputs
- Decreased volume / production
- Decrease in price
- Climate change
- Other

18. What do you think has led to artisan income staying the same as last year? [please tick all that apply] \*

- No change in availability of inputs
- No change in access to inputs
- No change in volume / production
- No change in price
- Climate change
- Other

19. In the last 12 months, has farmer income [please tick one option] \*

- Increased
- Decreased
- Stayed the same as last year
- Not Applicable



20. What do you think has led to this increase? [please tick all that apply] \*

- Availability of inputs
- Access to inputs
- Increased volume / production
- Increase in price
- Other

21. What do you think has led to this decrease? [please tick all that apply] \*

- Lack of availability of inputs
- Lack of access to inputs
- Decreased volume / production
- Decrease in price
- Climate change
- Other

22. What do you think has led to farmer income staying the same as last year? [please tick all that apply] \*

- No change in availability of inputs
- No change in access to inputs
- No change in volume / production
- No change in price
- Climate change
- Other

23. In the last 12 months, has employee income [please tick one option]

Employees are permanent employees of your organisation. \*

- Increased
- Decreased
- Stayed the same as last year
- Not Applicable

24. What do you think has led to this increase? [please tick all that apply] \*

- Pay rise(s)
- Promotion
- New bonuses
- Other

25. What do you think has led to this decrease? [please tick all that apply] \*

- No pay rise(s)
- No promotion
- No new bonuses
- Other

26. What do you think has led to employee income staying the same as last year? [please tick all that apply] \*

- No change in pay
- No promotions
- No change in bonuses
- Other

27. In the last 12 months, has worker income [please tick one option]

Workers are casual or seasonal workers at your organisation. \*

- Increased
- Decreased
- Stayed the same as last year
- Not Applicable

28. What do you think has led to this increase? [please tick all that apply] \*

- Increase in daily rate / wages
- New bonuses
- Increase in work available
- Other

29. What do you think has led to this decrease? [please tick all that apply] \*

- Decrease in daily rate / wages
- No new bonuses
- Decrease in work available
- Other

30. What do you think has led to worker income staying the same as last year? [please tick all that apply] \*

- No change in daily rate / wages
- No change in bonuses
- No change in work available
- Other

31. Has the number of people involved in your organisation changed over the year? [please indicate for all people involved]

Employees are permanent employees of your organisation.

Workers are casual or seasonal workers at your organisation. \*

	Increased	Decreased	Stayed the same	Not Applicable
Artisans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Access to Finance, Challenges and Projects

32. Has the number of buyers changed over the last 12 months?

- Increased
- Decreased
- Stayed the same

33. Did your organisation have enough working capital to support the business over the last 12 months?

- Yes
- No
- Unsure

34. Has your organisation achieved its targets and / or objectives during the past 12 months?

- Not achieved target
- Fully achieved target
- Partly achieved target
- Exceeded target

35. What challenges has your organisation experienced in the last 12 months?

36. How is the organisation mitigating these challenges?

37. What challenges have your artisans / farmers / employees / workers experienced in the last 12 months?

Employees are permanent employees of your organisation.  
Workers are casual or seasonal workers at your organisation.

38. How are these challenges being mitigated?

39. Have you delivered any technical assistance projects in the last 12 months?

*Technical Assistance projects are capacity building activities or programmes you have delivered to improve your business performance and increase its profitability and sustainability.*

Yes

No

40. Which topics did this cover?

- Access to markets
- Business management - Ability to run the business of the organisation profitably and sustainably
- Business Planning
- Cash flow projection - Ability to forecast the income and expenditure of the organisation
- Coffee pricing
- Cooperative Governance and Management (for the Board)
- Data collection
- Data for reporting
- Income Statement Analysis
- Price risk management
- Learn to adapt to Climate change
- Good Agricultural Practice training
- Agroforestry Implementation
- Integrated pest and disease management
- Financial Management - Elementary book keeping
- Financial Management - Loan management
- Financial Management - Profit & loss statements
- Financial Management - Record keeping
- Other

41. How would you describe your organisation's capacity to access fair and affordable finance?

- Very Low
- Low
- Average
- High
- Very High

42. In the last 12 months, have you been able to cover any unexpected costs incurred by your organisation?

Yes

No

43. Have you been able to contribute to any organisational development projects in the last 12 months?

Yes

No

44. What theme(s) was/were the project(s) focused on? [please tick all that apply]

Infrastructure

Equipment and tools

Market research and expansion

E-commerce / Online

Other

45. What has prevented you from contributing to any organisational development projects?

46. Have you been able to contribute to any development projects in the community in the last 12 months?

Yes

No



47. What theme(s) was/were the project(s) focused on? [please tick all that apply]

- Education
- Environment
- Health
- Transport
- Water and Sanitation
- Other

48. What has prevented you from contributing to any development projects in the community?

49. Have you delivered any project/training to build the climate resilience of your farmers over the past 12 months?

50. Have you implemented any initiative to promote women's economic and social empowerment in your organisation over the past 12 months?

51. How confident are you in the future success of your organisation? [please tick one option]

- Very confident
- Fairly confident
- Somewhat confident
- Not so confident

52. How likely are you to recommend Shared Interest as a lender?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not at all likely

Extremely likely

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

