



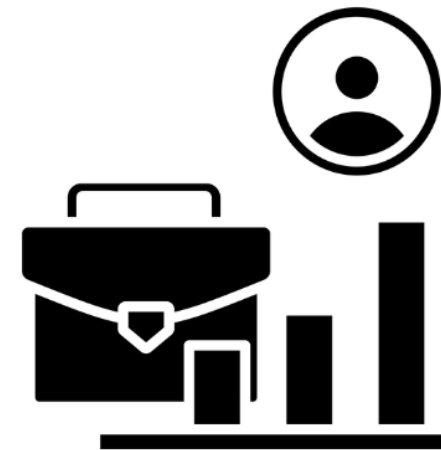
# Your Voice

## Monthly Omnibus Survey

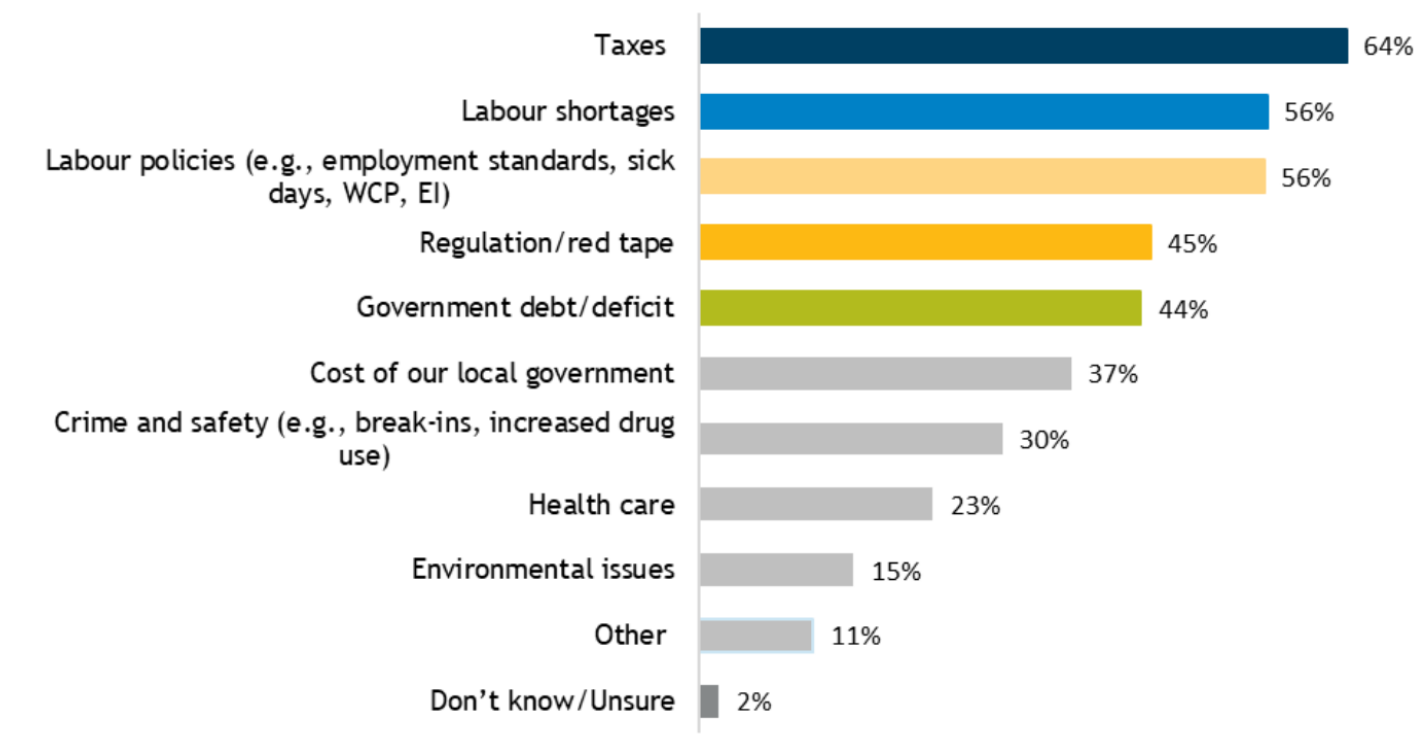
Key results for May 2023

Final results as of May 4-25, 2023.  
Total responses: 2,790. For comparison purposes, a probability sample with the same number of respondents would have a margin of error of +/-1.9%, 19 times out of 20.

# Your Business Concerns

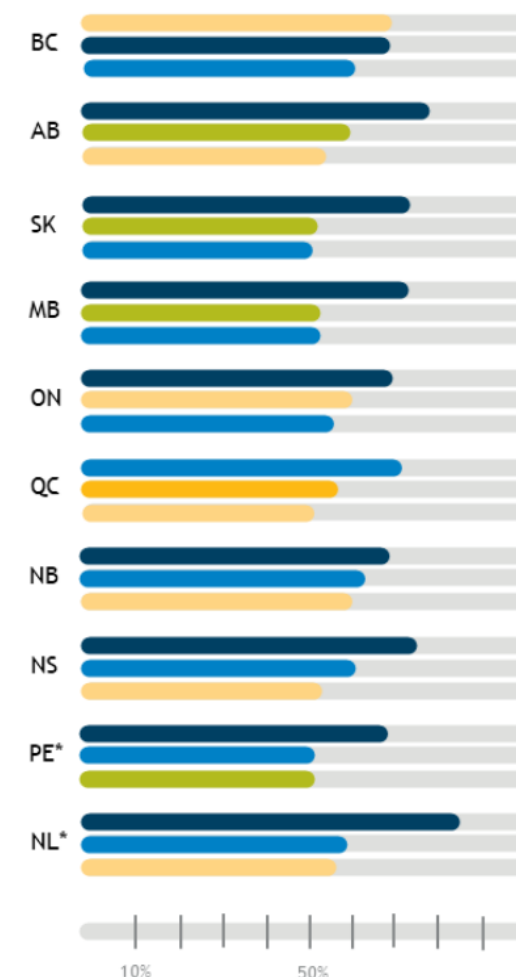


# Taxes, Labour shortages and Labour policies are top of mind concerns for small businesses



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,664.  
 Question: “Which of the following are a serious concern to your business” (Select all that apply)  
 Notes: 1) \*Small sample size (<40).  
 2) Total will not add up to 100% as respondents could select more than one answer choice.

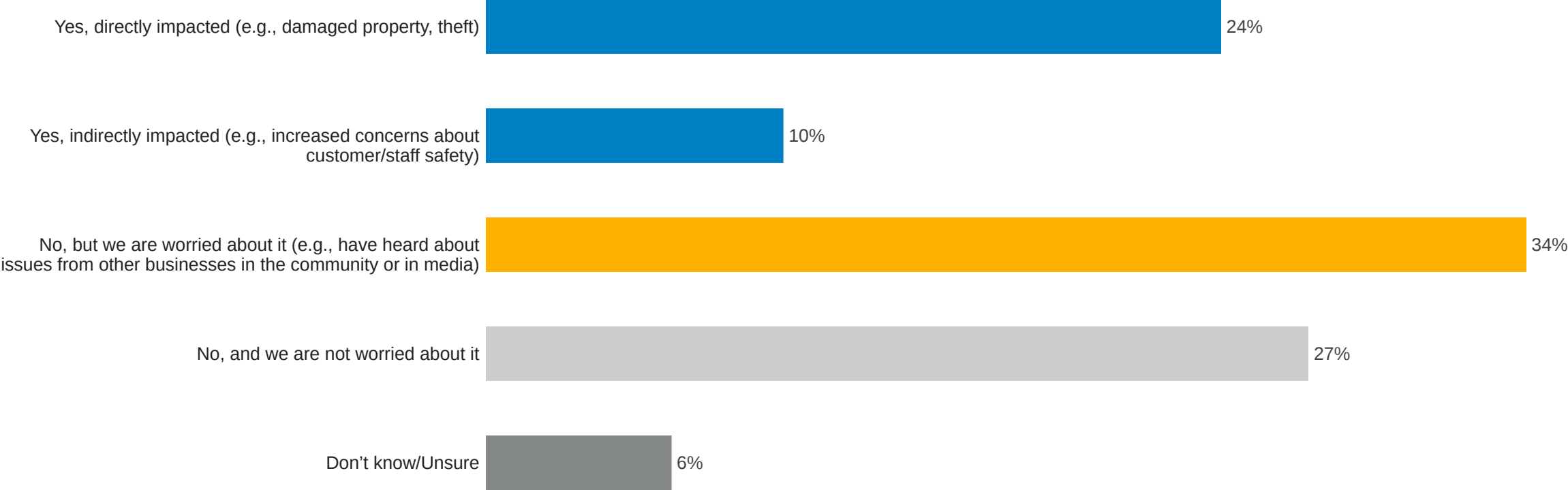
## Top 3 concerns by province



## Community Safety

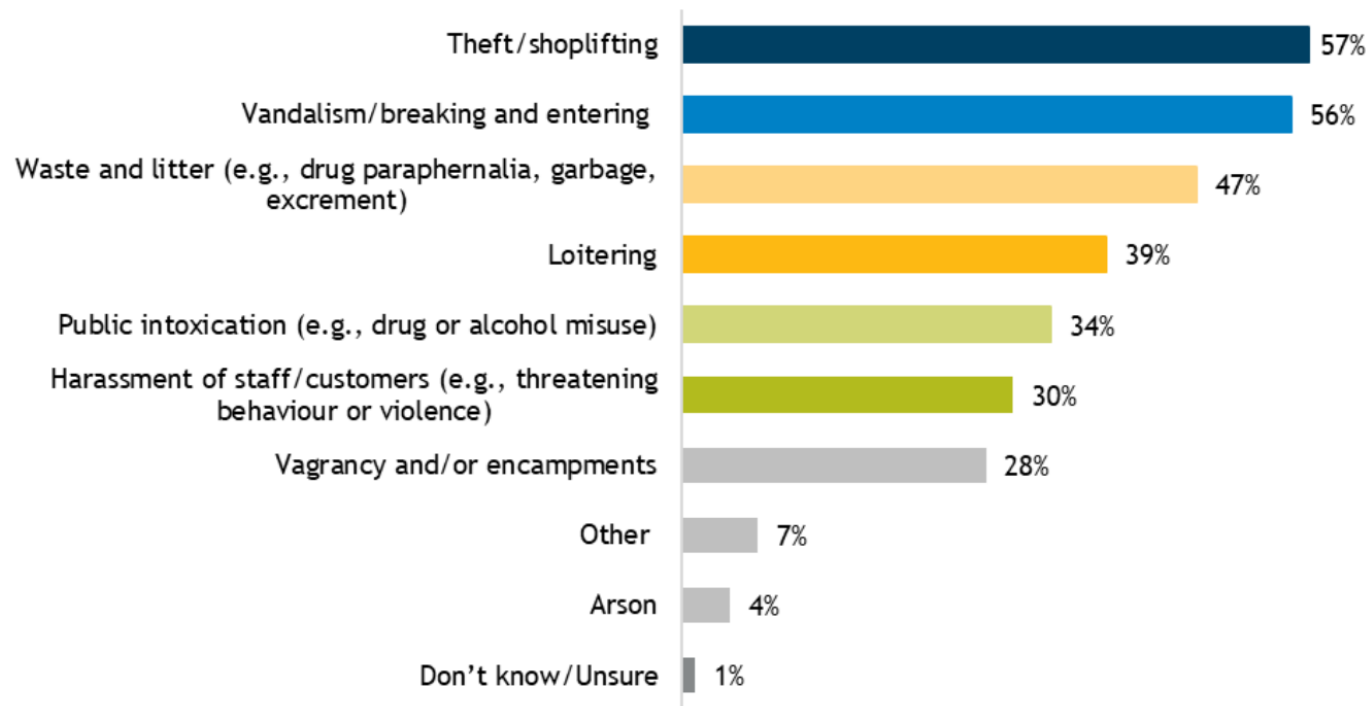


**1 in 3 small businesses have been impacted by community safety issues (e.g., theft, customer/staff safety concerns) and another 1 in 3 are worried about it**

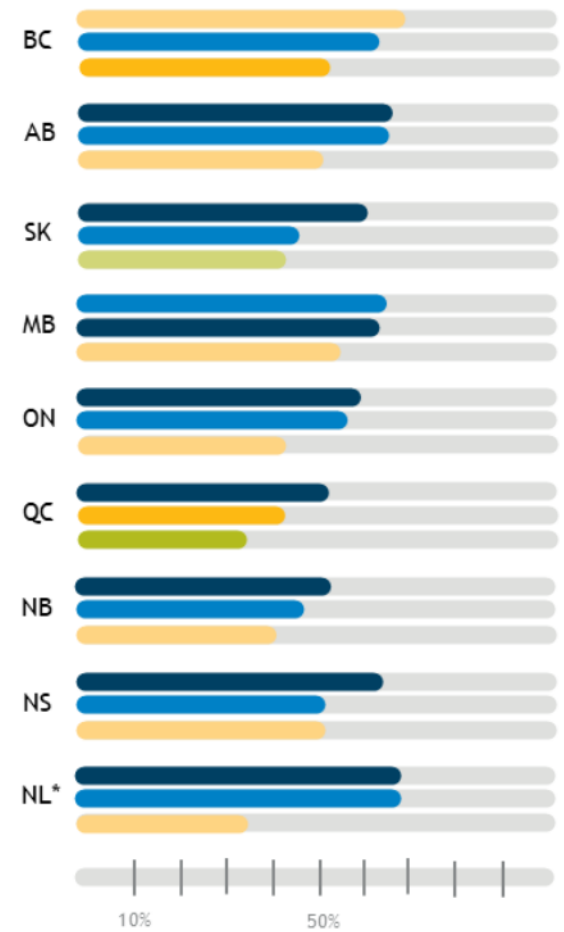


Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,641.  
Question: “Has your business recently been impacted by community safety issues?” (Select one)  
Note: Total may not add up to 100% due to rounding.

**Theft/shoplifting, Vandalism/breaking and entering and Waste and litter are the top three community safety issues recently experienced by small businesses**

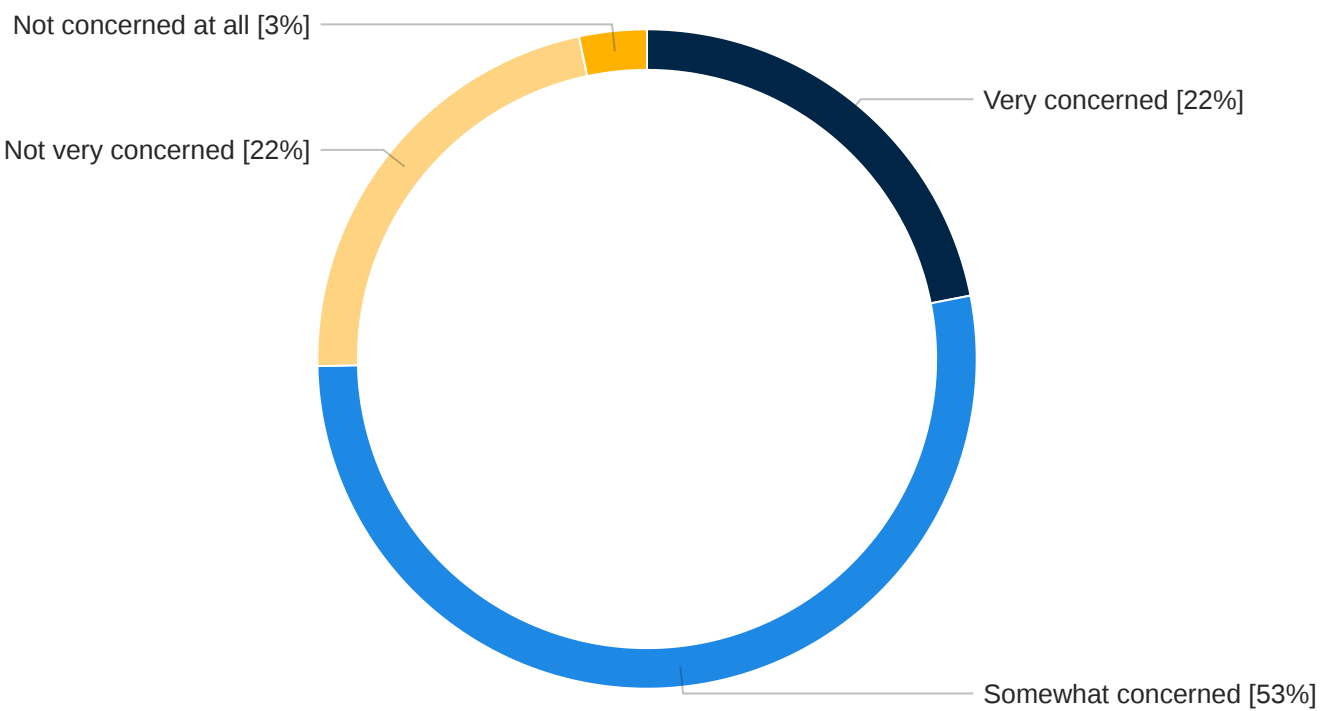


**Top 3 community safety issues by province**



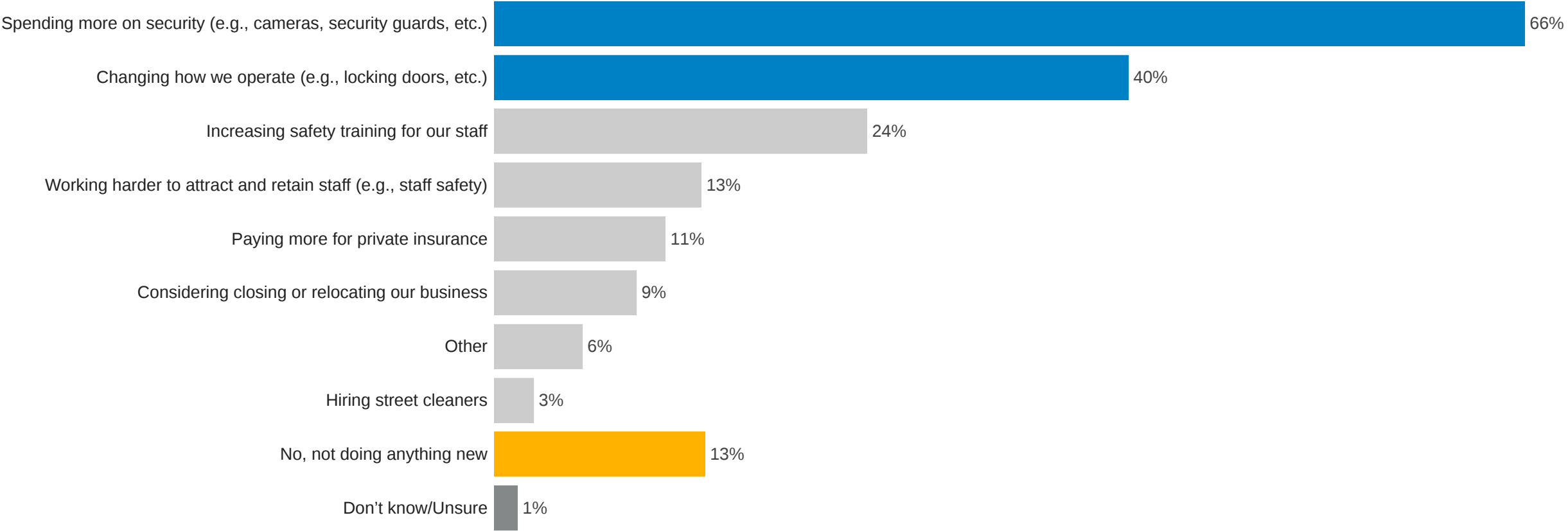
Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 881.  
Question: “What kind of community safety issues has your business recently experienced?” (Select all that apply)  
Notes: 1) \*Small sample size (<40).  
2) Total will not add up to 100% as respondents could select more than one answer choice.

**3 in 4 small business owners are concerned (very or somewhat) about their own safety and/or the safety of their staff and customers due to community safety issues**



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 878.  
Question: “How concerned are you about your personal safety and/or that of your staff and/or customers due to community safety issues?” (Select one)

**The top actions adopted by business owners to address community safety issues include Spending more on security (65%) and Changing the way they operate (40%)**

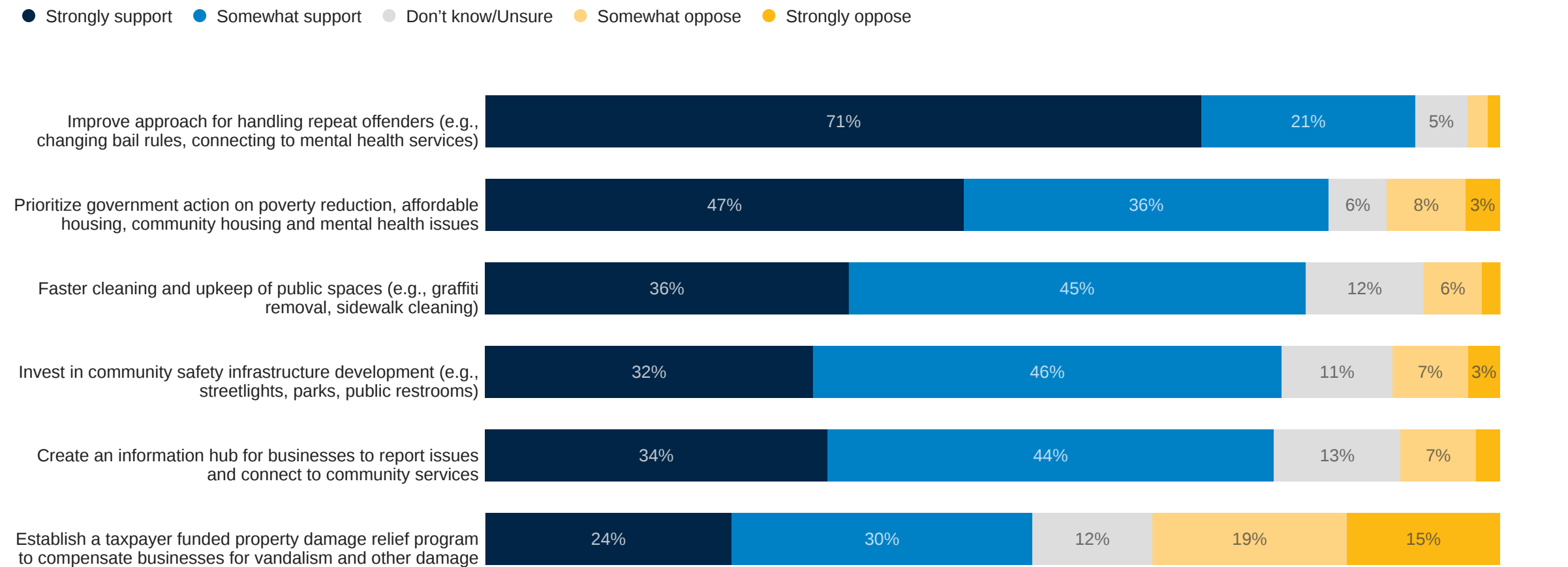


Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 872.  
Question: “Is your business doing anything new in response to community safety issues?” (Select all that apply)  
Note: Total will not add up to 100% as respondents could select more than one answer choice.



# To address community safety issues, business owners support government action at varying levels

(Ordered by NET support)



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,484.  
Question: “Please indicate your level of support for the following potential policy measures to address community safety issues.” (Select one for each line)  
Note: Totals may not add up to 100% due to rounding.

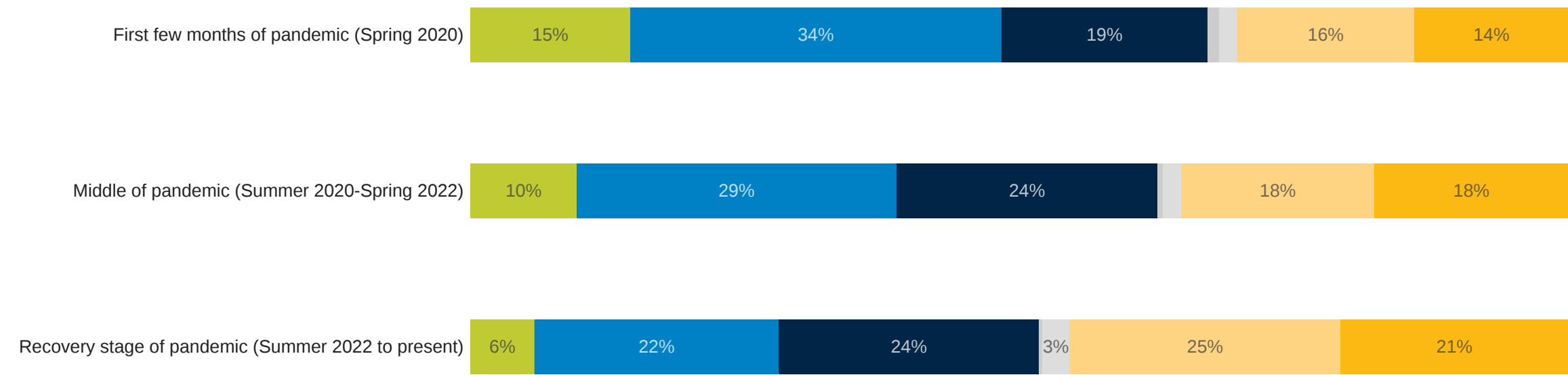
## Post-pandemic reflection



## Small business owners' perception of how governments handled COVID-19 (health and economic response) worsened over the course of the pandemic

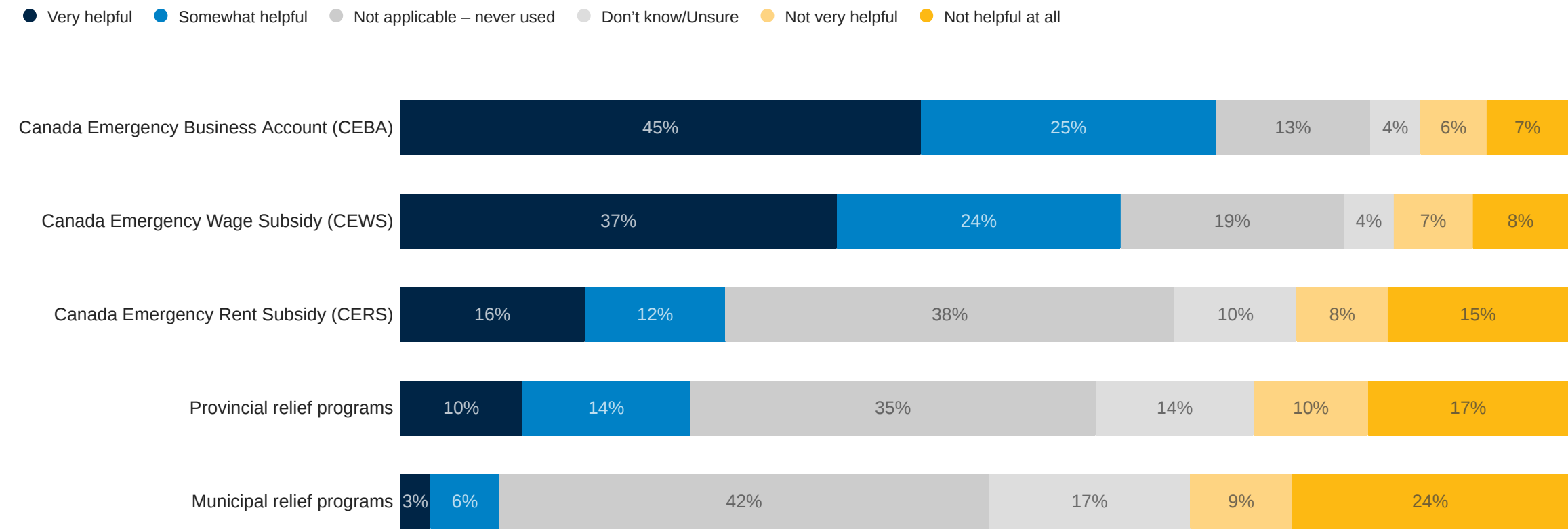
(Ordered by letter grade)

● A (Excellent) ● B (Good) ● C (Average) ● Not applicable (e.g., new business, not operating at time, etc.) ● Don't know/Unsure ● D (Poor) ● F (Unacceptable)



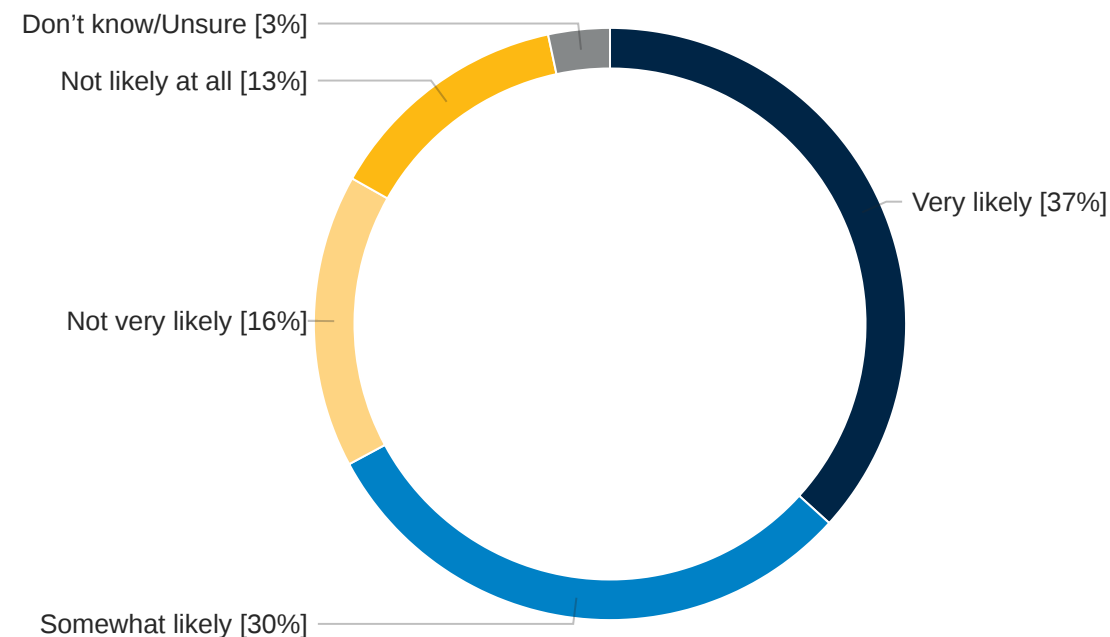
Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,447.  
Question: “Looking back, how would you rate governments’ overall performance on handling the COVID-19 pandemic (including both the health and economic response) during the following periods?”  
(Select one for each line)  
Note: Totals may not add up to 100% due to rounding.

The most helpful COVID-19 government relief programs for businesses were CEBA and CEWS, whereas CERS, Provincial and Municipal relief programs were less helpful  
(Ordered by NET helpful)



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,432.  
Question: “How effective were the main government COVID-19 relief programs in providing the assistance your business needed at the time?” (Select one for each line)  
Note: Totals may not add up to 100% due to rounding.

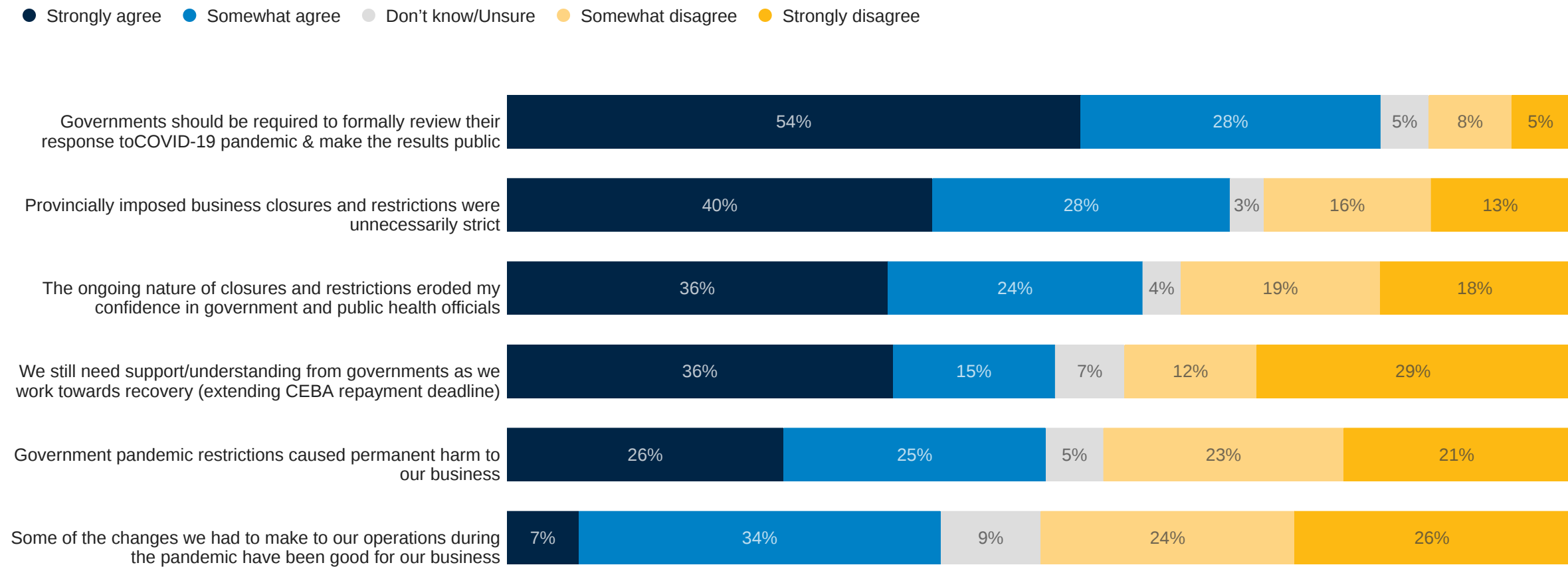
**Close to a third of small businesses say it is unlikely they would have survived without federal COVID-19 relief programs, while an additional third say it is only somewhat likely that they would have survived**



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,264.  
Question: "How likely is it that your business would have survived without the main federal government COVID-19 relief programs (i.e., CEBA, CERS, CEWS)?" (Select one)  
Note: Total may not add up to 100% due to rounding.

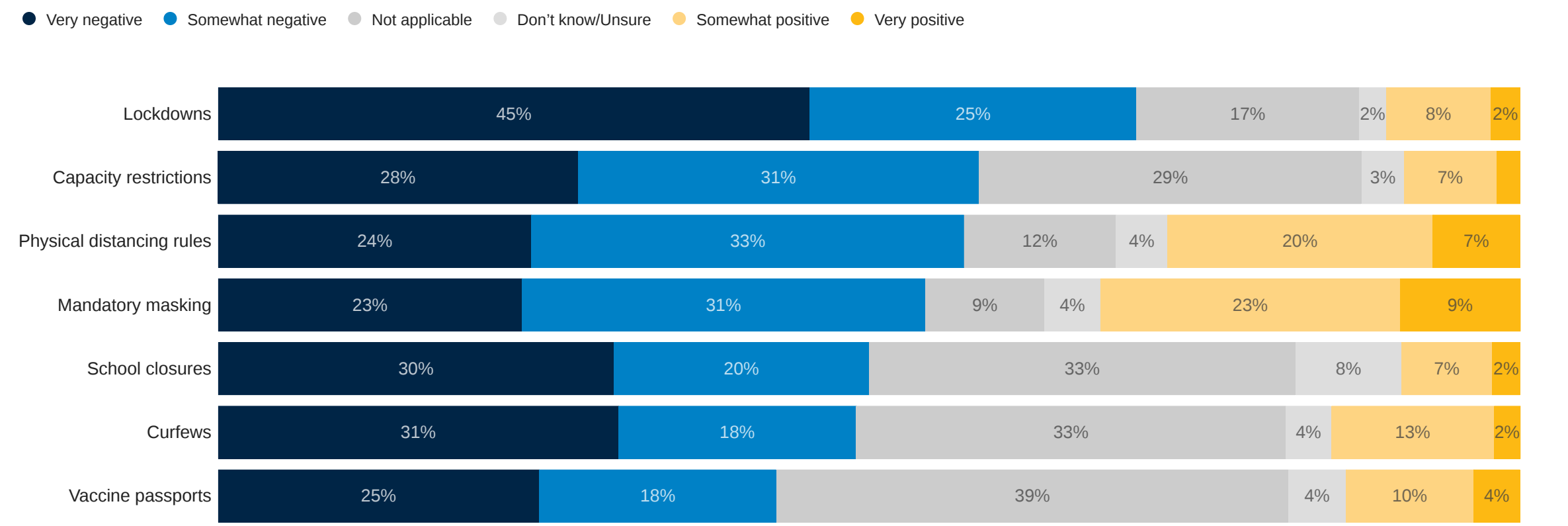
## Looking back on the pandemic, small businesses identify lasting impacts, and feel that governments should conduct a review of their response to the pandemic and make the results public

(Ordered by NET agree)



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,405.  
Question: “Please indicate the extent to which you agree or disagree with each of the following statements” (Select one for each line)  
Note: Totals may not add up to 100% due to rounding.

Among restrictions placed on businesses by governments to deal with the COVID-19 pandemic, Lockdowns (70%) had the most negative impact, followed by Capacity restrictions (59%) and Physical distancing rules (57%)  
(Ordered by NET negative)



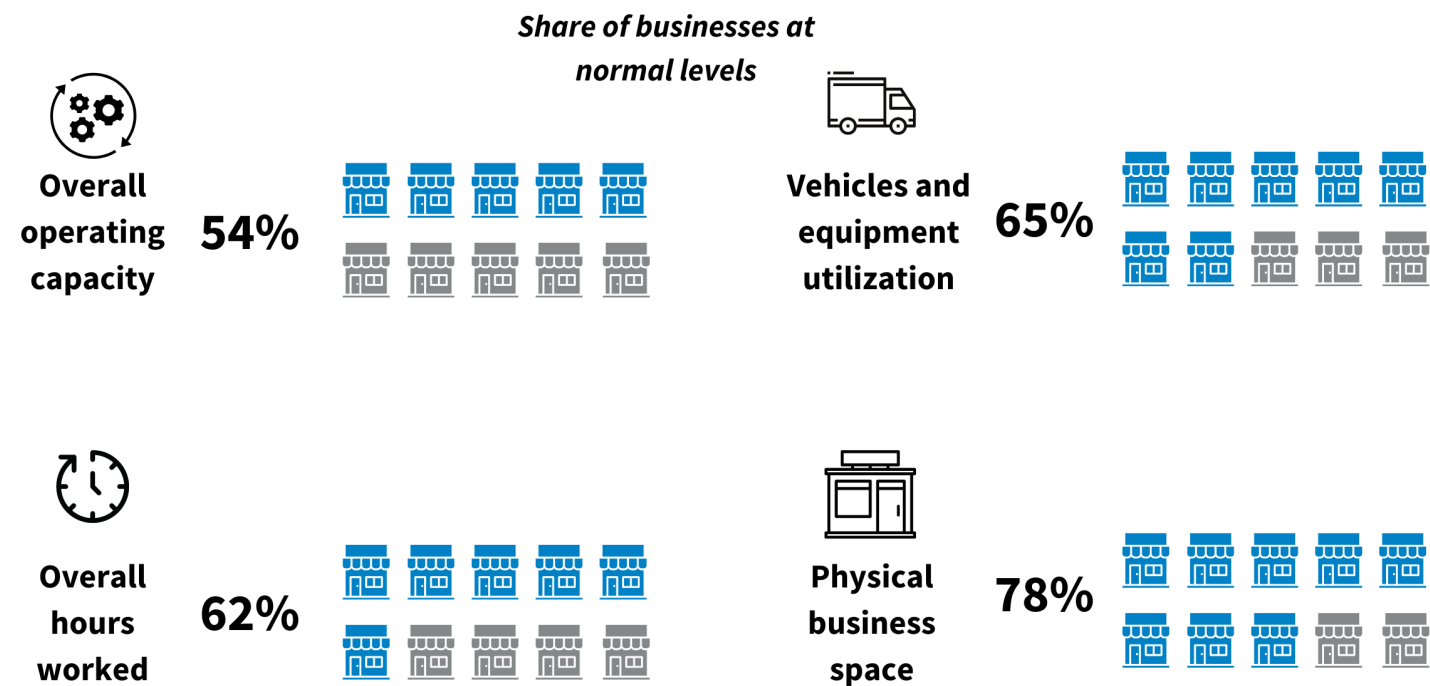
Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,387.  
Question: "Please indicate what kind of impact the following pandemic-related restrictions had on your business" (Select one for each line)  
Note: Totals may not add up to 100% due to rounding.

**Your business conditions**



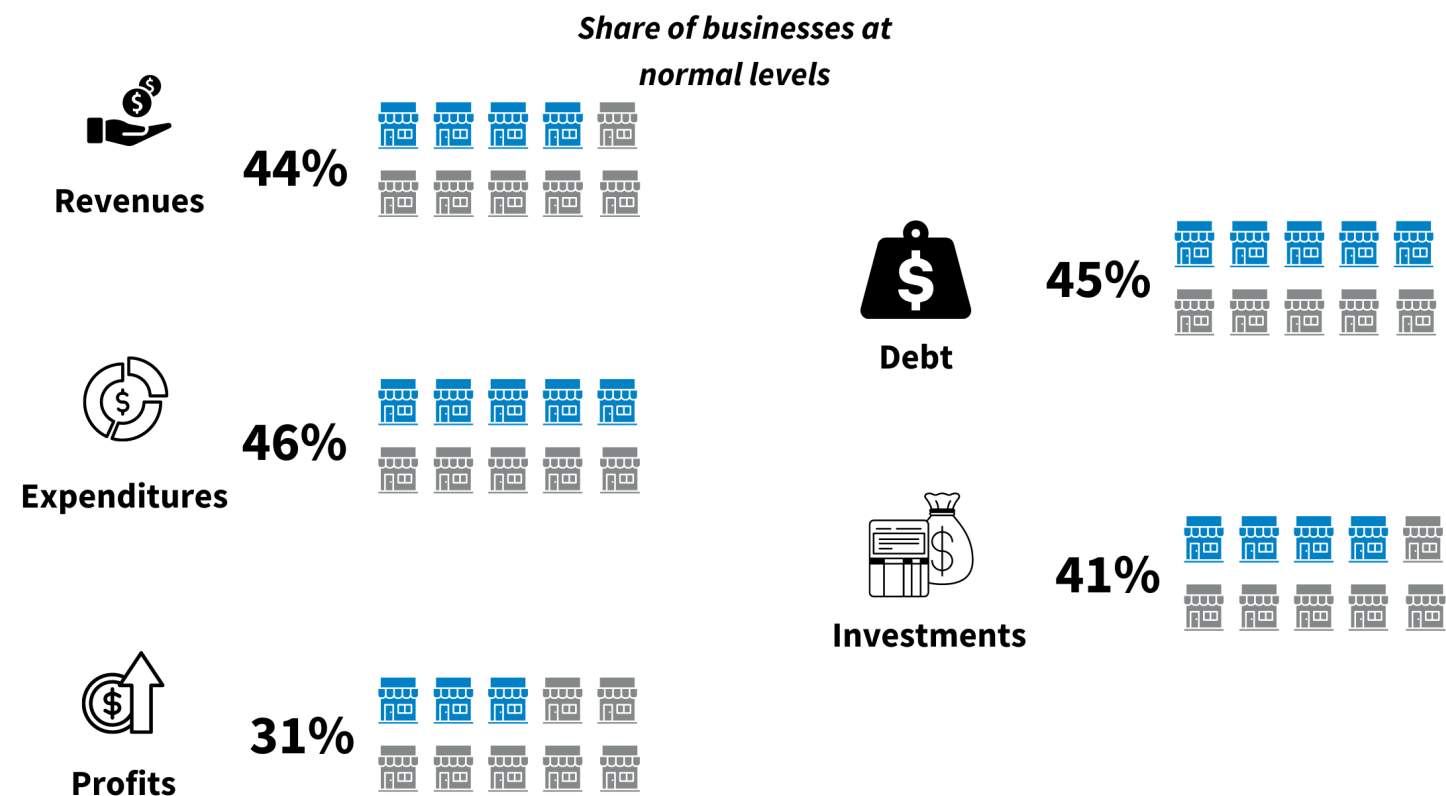


While some headwinds have eased, businesses are still reeling from the pandemic: just over half (54%) of small businesses are operating at normal capacity



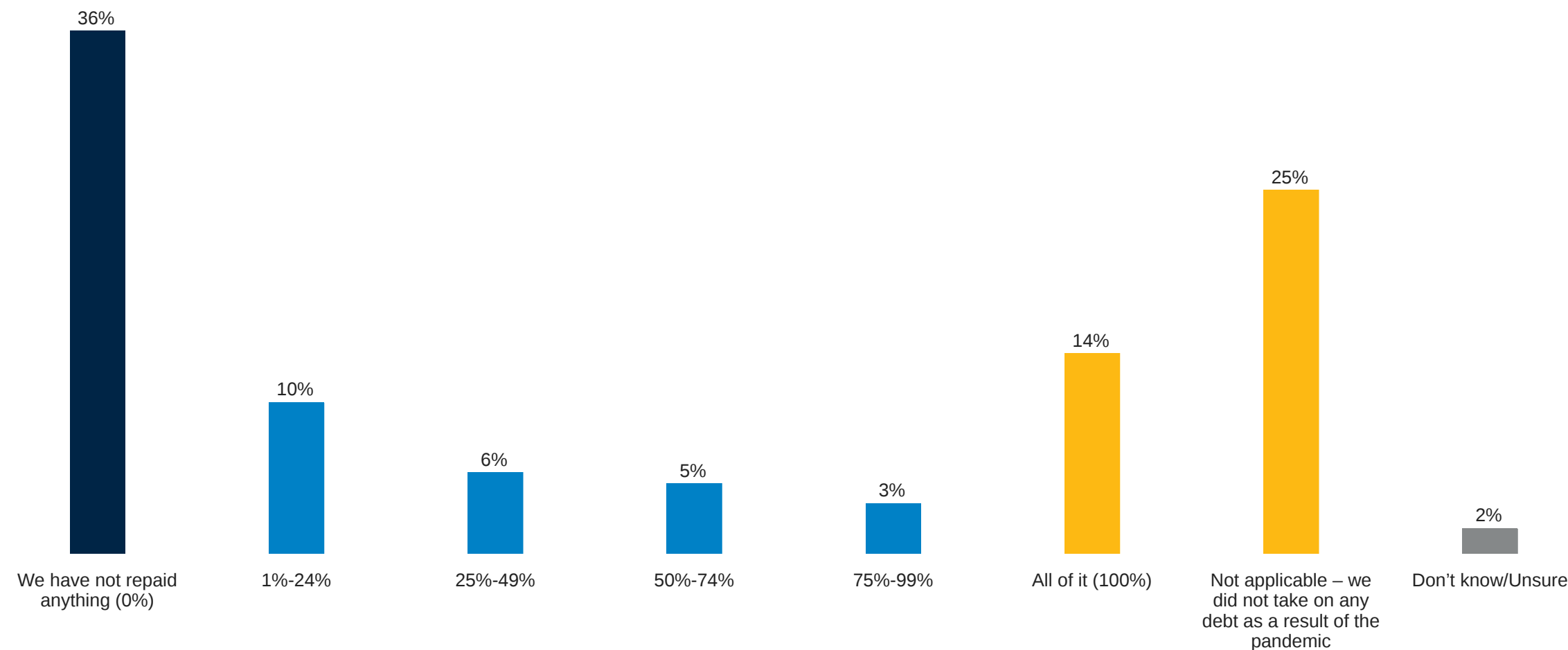
Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 1,688-2,273.  
Question: “Compared to the *normal* levels for your business at *this time of year*, at what levels are the following currently? (For each line, move the slider to your best estimate as a share of what normal/full means for your business)  
Notes: 1) Percentages shown represent the share of businesses at normal levels for each indicator.  
2) Pictograms have been rounded to the nearest 10%.

On the financial side, only 44% of businesses are making normal revenues and only 31% are at normal profits



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 1,309-2,282.  
Question: “Compared to the *normal* levels for your business at *this time of year*, at what levels are the following currently? (For each line, move the slider to your best estimate as a share of what normal/full means for your business)  
Notes: 1) Percentages shown represent the share of businesses at normal levels for each indicator.  
2) Pictograms have been rounded to the nearest 10%.

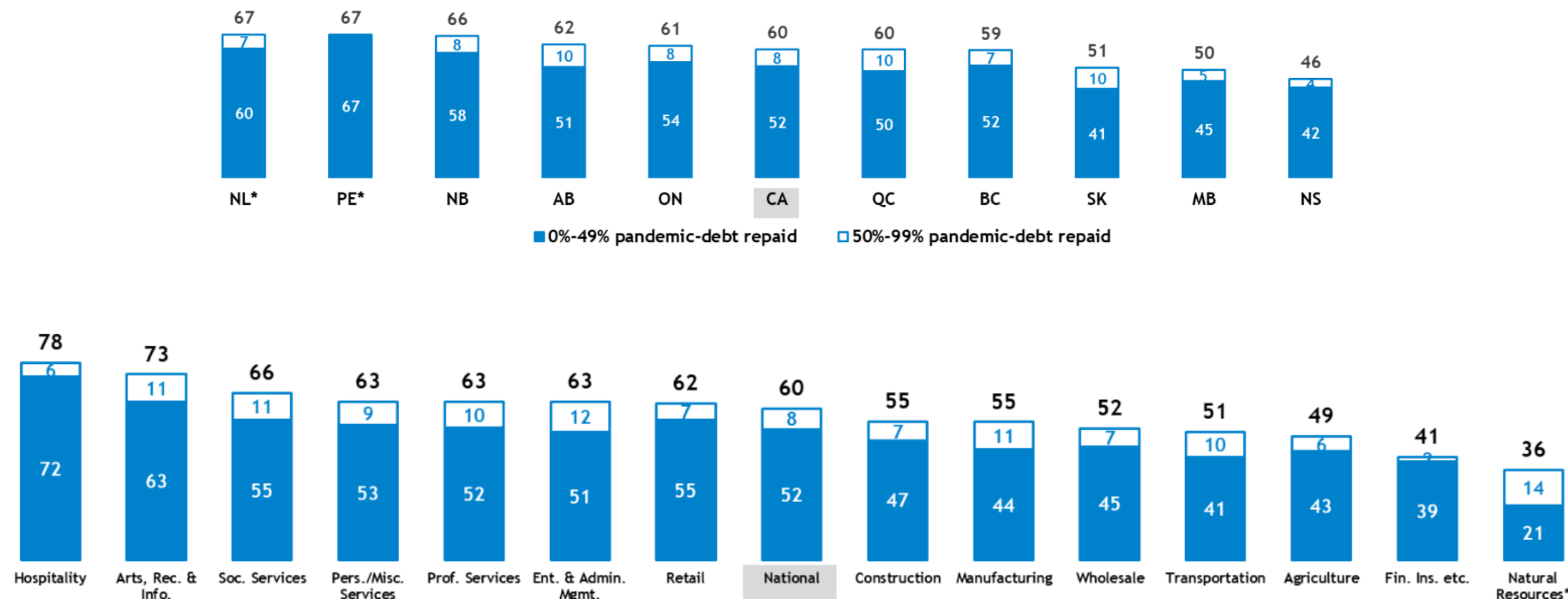
3 in 5 businesses are still holding pandemic debt, and over 1 in 3 have not been able to repay anything



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,345.  
Question: “How much of your *pandemic-related* debt has your business been able to repay? When responding consider all forms of debt taken on, including provincial and/or federal government loans (such as CEBA or HASCAP), credit cards, lines of credit, loans from family and friends, unpaid taxes/rent/bills, etc.” (Select one)  
Note: Total may not add up to 100% due to rounding.

# Businesses with pandemic debt, May 2023

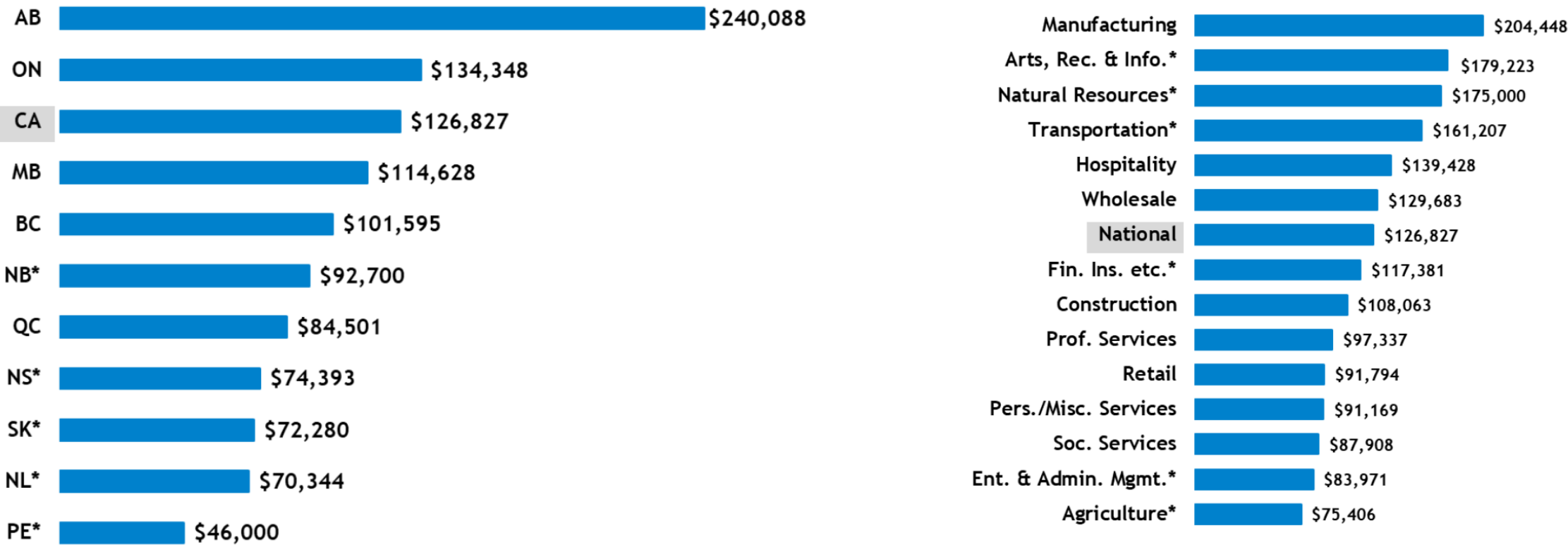
(By province and sector, % response)



Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 2,345.  
 Question: “How much of your *pandemic-related* debt has your business been able to repay? When responding consider all forms of debt taken on, including provincial and/or federal government loans (such as CEBA or HASCAP), credit cards, lines of credit, loans from family and friends, unpaid taxes/rent/bills, etc.” (Select one)  
 Notes: 1) \*Small sample size (<40).  
 2) Totals may not add up due to rounding.

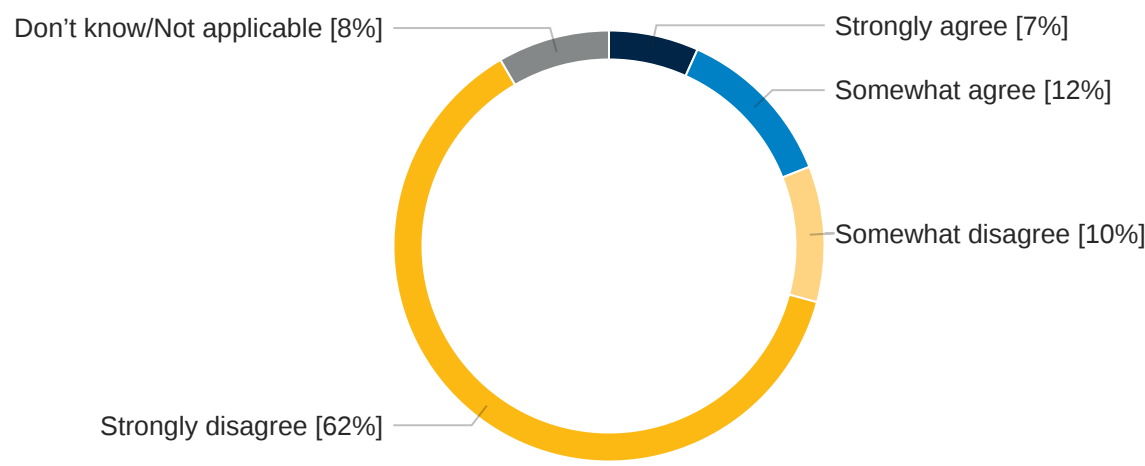
Among businesses that are still holding debt incurred due to the pandemic (60%), the average amount held is \$126,827

Average pandemic debt businesses are still holding by province and sector

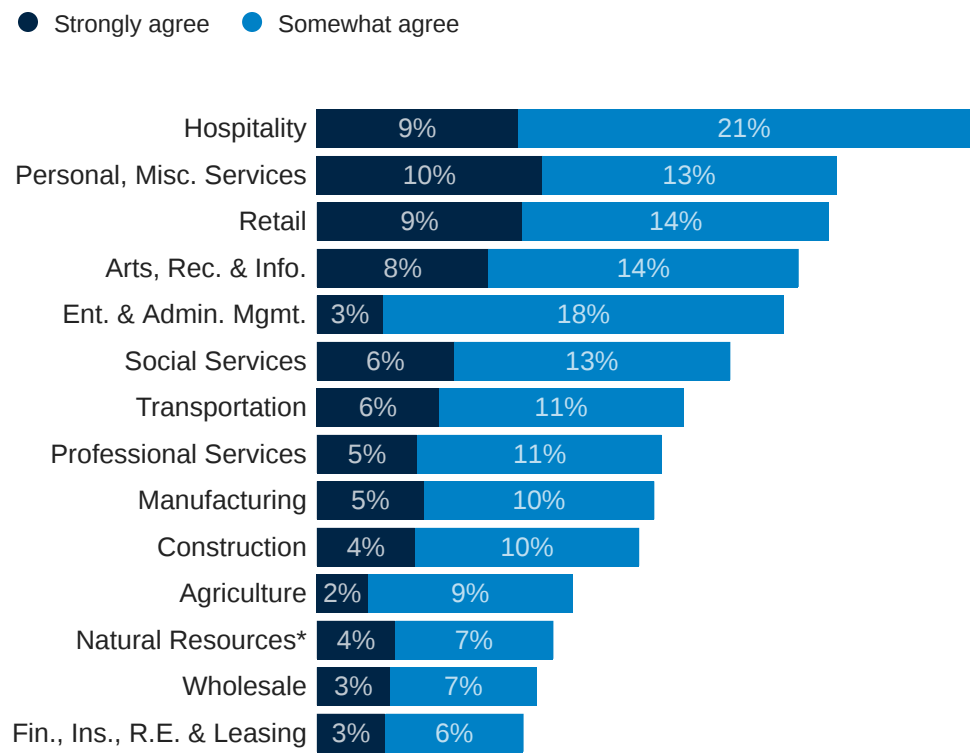


Source: CFIB, Your Voice – May 2023 survey, May 4-25, 2023, final results, n = 1,131.  
Question: "Are you in a position to tell us roughly how much *additional* debt *due to the pandemic* your business is still holding?" (Please enter approximate amount)  
Note: \*Small sample size (<40).

# 19% of small businesses are actively considering bankruptcy



The share of businesses considering bankruptcy varies by sector, with the highest shares reported by businesses in the Hospitality (30%), Personal services (23%), and Retail (23%) sectors



Source: CFIB, Your Voice - May 2023 survey, May 4-25, 2023, final results, n = 2,344.  
Question: "Please indicate the extent to which you agree or disagree with the statement: "We are actively considering bankruptcy/winding down our business." (Select one)  
Notes: 1) \*Small sample size (<40).  
2) Totals may not add up to 100% due to rounding.

# Questions or data requests

## Simon Gaudreault

Chief Economist and Vice-President, Research

[simon.gaudreault@cfib.ca](mailto:simon.gaudreault@cfib.ca)

## Marvin Cruz

Director, Research

[marvin.cruz@cfib.ca](mailto:marvin.cruz@cfib.ca)

# Additional information

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[research@cfib.ca](mailto:research@cfib.ca)