



Cape Chamber OF COMMERCE AND INDUSTRY



Frequently Asked Questions (FAQs)

What is the National Business Environment Survey?

The National Business Environment Survey is a joint initiative between the Cape Chamber of Commerce and Industry and the Bureau for Economic Research (BER) at Stellenbosch University.

Its purpose is simple: to build the clearest possible understanding of the environment in which South African businesses operate.

By bringing together the experiences of businesses across different industries, regions and communities, the survey creates a trusted picture of the opportunities and challenges shaping business today, helping to inform better conversations, stronger collaboration and more effective action.

Why is this survey important?

Business is constantly evolving. The challenges facing a manufacturer in *Gqeberha* may be very different from those affecting a retailer in *Polokwane* or a technology company in *Cape Town*. Without listening to businesses directly, it's impossible to understand where the greatest opportunities and constraints really lie.

This survey replaces assumption with insight, creating a clearer understanding of South Africa's business environment and the realities businesses face every day.



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Why should I participate?

Because no one understands your business environment better than you do.

Every completed survey adds another perspective to a much larger picture. Together, those perspectives become a valuable resource for organisations working to strengthen the conditions in which businesses can invest, employ and grow.

Your experience is part of that picture.

Who can participate?

The survey is open to businesses of every size, in every sector and every province of South Africa.

Whether you employ two people or two thousand, your perspective matters.

Do I need to be a Cape Chamber member to participate?

No.

The survey is open to all businesses operating in South Africa.

How long does it take to complete the survey?

Most businesses complete the survey in around **10 minutes**.



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Which business should I answer for?

Please complete the survey for one specific business location, branch, office, site, factory, farm or premises.

If your organisation operates in more than one location, we encourage each branch or location to complete its own survey. Business conditions often differ from one area to another, and those differences matter.

What if a question doesn't apply to my business?

Many questions include a **Not Applicable (N/A)** option.

Simply select this where appropriate and continue with the survey.

Is the survey confidential?

Absolutely.

Individual responses are treated as strictly confidential. The findings will only be reported in aggregated form, meaning no published report will identify individual businesses or respondents.

Will government see my individual responses?

No.

Individual survey responses will not be shared with government departments, municipalities or other organisations. Only aggregated, anonymised findings will be used to identify broader trends and priorities.



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Who manages the survey data?

The survey is administered by the Bureau for Economic Research (BER) at Stellenbosch University.

The BER manages the survey process and research data in accordance with recognised research standards and strict confidentiality requirements.

Why are you asking for my email address?

Providing your email address is entirely optional.

If you choose to share it, it will only be used if the research team needs to clarify one of your responses.

It will never be used for marketing or shared outside the research team.

What happens once the survey closes?

The responses will be analysed by **the Bureau for Economic Research**.

The findings will then be published through a Cape Chamber-hosted online reporting platform, allowing users to explore trends, compare results and generate downloadable reports.

The survey is not the end of the process. It's the beginning of a richer understanding of South Africa's business environment.



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How will the findings be used?

The survey will help identify the issues that matter most to businesses across South Africa. These insights can support more informed engagement between business, government and other stakeholders, helping to focus attention on the areas where improvement is needed most.

The stronger the participation, *the stronger the understanding.*

Will the findings be publicly available?

Yes.

The findings will be made available through an online reporting platform hosted by the Cape Chamber, where users will be able to explore the results by sector, province, business size and other relevant categories.

Why is the Bureau for Economic Research (BER) involved?

The Bureau for Economic Research has been helping South Africans understand the economy for more than 80 years.

Its role is to ensure that the survey is conducted using robust research methods, that participant information is handled responsibly, and that the findings are independent, credible and trusted.



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Will completing the survey really make a difference?

It's a fair question.

No single business can describe the full reality of South Africa's business environment. But together, thousands of businesses can.

When those experiences are brought together, they create something far more valuable than individual opinions. They create a shared understanding of where businesses are thriving, where they are struggling and where attention is needed most.

Meaningful progress begins with understanding.

This survey is an opportunity to help build that understanding.

Why now?

South Africa's business environment is changing rapidly.

As businesses navigate economic uncertainty, infrastructure constraints, technological change and shifting markets, understanding these realities has never been more important.

The decisions we make tomorrow will be stronger if they are informed by what businesses are experiencing today.



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If you have any questions about the National Business Environment Survey or experience technical difficulties while completing it, we'd be happy to help.

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