

Small Business Index

Q2 2022

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The Voice of Small Business Owners

PRESENTED BY



U.S. Chamber of Commerce

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Index Reaches Pandemic-Era High, but Inflation Concerns Dominate

Small business leaders say inflation is their top concern



66.8

2022 Q2 Score



Small businesses say inflation is, by far, their top concern according to the latest MetLife & U.S. Chamber of Commerce Small Business Index. Despite this challenge, this quarter's score is 66.8, the highest since the pandemic began. This is slightly higher than last quarter's score of 64.1. The low point of the pandemic was reached in 2020 Q2 when the score reached 39.5.

The survey—conducted between April 29-May 17, 2022—found that inflation and related concerns are dominating small business leaders' thinking as COVID concerns start to fade. Forty-four percent of the small businesses surveyed cite inflation as the biggest challenge facing small business owners, up from 33% last quarter. This is up significantly from 19% when the question was first asked in Q3 2021. Furthermore, nearly nine in ten (88%) are concerned about the impact of inflation on their business, with almost half (49%) indicating they are very concerned (up from 44% in Q1 2022 and 31% in Q4 2021).

More small businesses are also citing rising interest rates as a challenge this quarter. The number of small business owners who say this is their biggest challenge has doubled from last quarter (15%, from 7%), and it now rounds out their top five biggest challenges.

44%

of small businesses cite inflation as the biggest challenge this quarter

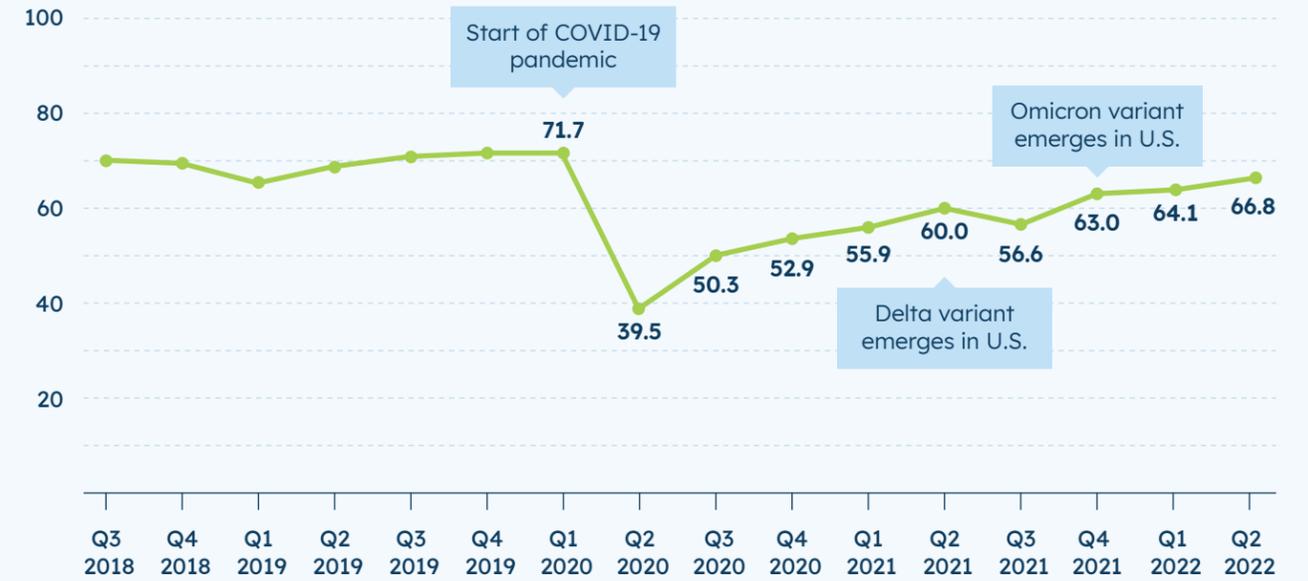
In contrast, concerns about the impacts of COVID-19 are fading in comparison to those over economic headwinds. A strong majority (68%) of small businesses still report continued concern over the impact of COVID-19 on their business. However, when forced to choose the most pressing challenges facing the small business community, the virus falls to a third-tier concern, behind financial challenges like inflation, supply chain issues, and revenue. Just one in six (15%) small businesses cite COVID-19 as a top challenge that small businesses are facing now: this marks the lowest level since we first asked the question in Q3 2021.

68%

of small businesses still report continued concern over the impact of COVID-19 on their business



Small Business Index Score Q3 2018 - Q2 2022



Overall, many of the individual measures that comprise the Index are consistent with findings last quarter. The Index is likely bolstered by optimism on future expectations for the business environment and the economy. However, small businesses' optimism around cash flow has softened, indicating that while small businesses are doing well now, anxious undertones may be rising.

This quarter's index also marks the five-year anniversary of the Small Business Index. Over that time, one key finding stands out: Half (50%) of small business owners say they are working more hours now than they were a year ago. This question was first asked in the inaugural SBI (Q2 2017). Five years ago, 30% said they were working more hours. This equates to a 20-percentage point increase¹ in the share of small business owners that report working more hours, which speaks to the myriad challenges small business owners continue to face.

1. Beginning in Q2 2020, an online approach was used in place of the typical phone methodology. This change in mode may be responsible for some of the shifts in the data.

INDEX HIGHLIGHTS

Small Business Index Q2 2022 – 66.8

The MetLife and U.S. Chamber of Commerce Small Business Index score for Q2 is 66.8. The Index score for Q1 2022 was 64.1. At the start of the pandemic in Q2 2020, it reached an all-time low of 39.5.²

Index rises to pandemic-era high.

The MetLife & U.S. Chamber of Commerce Small Business Index rose to 66.8 from 64.1 last quarter. This score is closer to pre-pandemic index scores, but remains below findings in Q1 2020 (71.7).

Inflation is top concern.

Forty-four percent of small businesses cite inflation as the biggest challenge facing small business owners, up from 33% last quarter and from 19% when the question was first asked in Q3 2021.

Most report their business is healthy.

Two-thirds (66%) of small business owners report their business is in good health. This marks a five-point increase from Q1 2022 (61%) and puts this measure on par with Q1 2020 (65%), the last pre-pandemic reading.



Small business owners see more competition and red tape.

Small business owners report higher levels of competition than last quarter (39% vs. 30%), and say they are spending more time on licensing, compliance, or other government requirements compared to six months ago (37% vs. 29% last quarter).

Concern grows over rising interest rates.

The number of small business owners who cite higher interest rates as the biggest challenge has doubled from last quarter (15%, from 7%), and it now rounds out the top five biggest challenges cited by these respondents.

Small business expectations remain bright.

Two-thirds (66%) anticipate their revenue to increase over the next year. Forty-three percent intend to hire more staff in the next year, up from 37% last quarter.

Small businesses offer flexibility and higher wages to find talent.

Thirty-four percent of small businesses report offering employees greater flexibility and 33% say they have increased wages over the past year to improve retention and attract new talent.

Small business owners working more now.

Half (50%) of small business owners say they are working more hours now than they were a year ago. This is a 20-percentage point increase compared to when the question was first asked in Q2 2017.³

COVID-19 concerns take back seat to inflation.

Many small businesses (68%) report continued concern over the impact of COVID-19 on their business. However, just one in six (15%) small businesses cite COVID-19 as a top challenge. This marks the lowest level since we first asked the question in Q3 2021.

66%

of small business owners report their business is in good health

2. Since we moved to monthly (or near-monthly) tracking for much of 2020, the Index ratings for Q2 2020 and Q3 2020 are based on an average of responses from all surveys in that quarter. The Q3 2020 Index was calculated based on 1,100 interviews from the July and September surveys. The Q2 Index was calculated based on 1,500 interviews from the April, May, and June surveys. From Q4 2020 to the present, the Index score was calculated based on a single survey of approximately 750 interviews per quarter. While significant changes in data points from Q1 2020 to the pandemic-era quarters can largely be attributed to the recent economic environment, switching from a phone to online approach may have also generated a mode effect.

3. Beginning in Q2 2020, an online approach was used in place of the typical phone methodology. This change in mode may be responsible for some of the shifts in the data.

Inflation Is Dominant Concern for Small Businesses across Country

Supply chain issues come in second

Inflation is now the single top concern among small business owners, and their concerns have grown significantly in a short period of time. At the same time, there is also a significant increase in the number citing rising interest rates as a challenge.

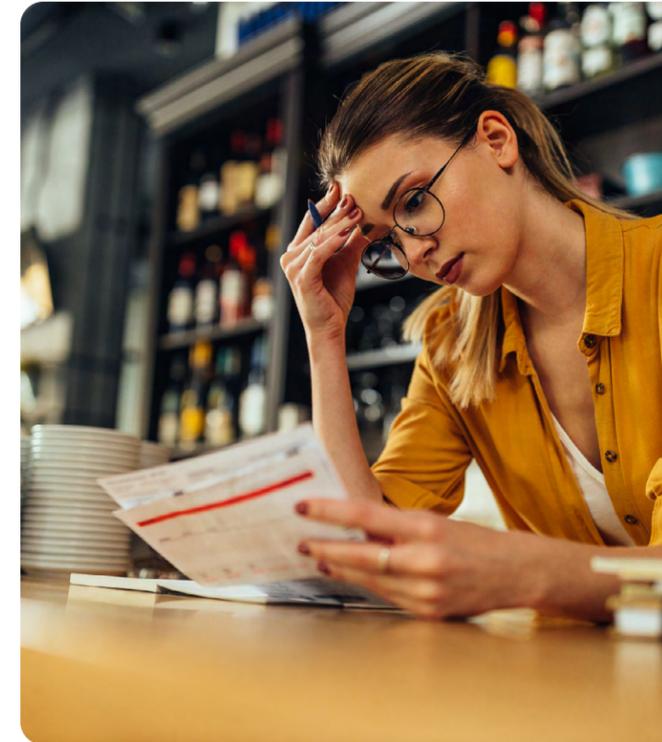
This quarter, more than two in five (44%) indicate inflation is the top challenge facing the small business community, an 11-percentage point increase from Q1 2022 and a 21-percentage point increase from Q4 2021. Supply chain issues (28%) and revenue (22%) remain in the top three, but they are now in a distant second-tier behind inflation.

88%

of small businesses are concerned about the impact of inflation

Top 5 biggest challenges facing small business owners

- Inflation costs
- Supply chain issues
- COVID-19 safety protocols/compliance
- Revenue
- Interest rates rising (added Q1 2022)



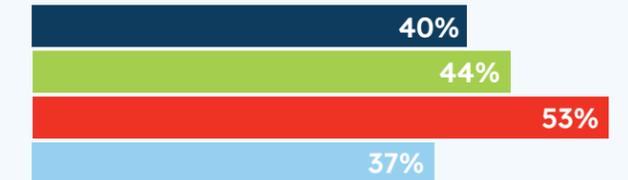
Nearly nine in ten small businesses (88%) are concerned about the impact of inflation on their business, with almost half (49%) indicating they are very concerned (up from 44% in Q1 2022 and 31% in Q4 2021). The share of small businesses that report rising prices have had a significant impact on their business continues to rise—up to 80% this quarter compared to 74% in Q1 2022.

Inflation is the top concern for small businesses regardless of their location, number of employees, or sector. However, managing inflation has become more challenging for some compared to last quarter. Significantly more small businesses in the Midwest and West report inflation as a top challenge compared to last quarter (up 13 percentage points and 12 percentage points, respectively). Inflationary pressures have also had a disproportionate impact on small businesses in retail compared to last quarter (up 21 percentage points) and—with 53 percent saying inflation is a big challenge—significantly above other sectors.

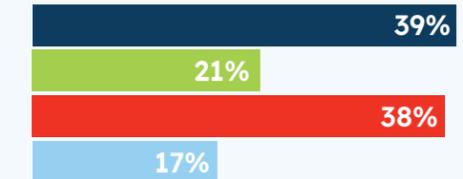
The biggest challenges facing small business owners coming out of the COVID-19 pandemic.

- Manufacturing
- Services
- Retail
- Prof. Services

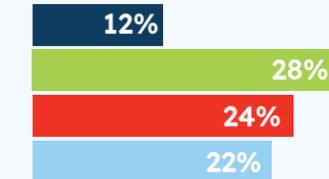
Inflation costs



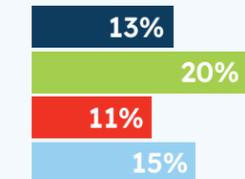
Supply chain issues



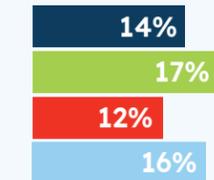
Revenue



COVID-19 safety protocols



Interest rates rising



Small businesses respond to inflation by raising prices

The most common way for small businesses to respond to inflation is to raise the prices they charge for goods and services.

Sixty-nine percent of small businesses surveyed report raising the prices of their products or services due to inflation in the past year. This is consistent with the 67% that reported raising their prices due to inflation last quarter. Nearly half (46%) report having taken out a loan to cover higher costs due to inflation (up from 39% in Q1 2022). While inflation continues to impact small businesses, fewer now say they have decreased staff to cope with higher prices than in Q1 2022 (35% vs. 41%).

Responses to inflation vary somewhat by sector and region. Those in the services sector are the least likely to report raising prices to offset rising costs. They are also less likely to report having laid off staff in response to rising prices (25%) than professional services (45%) and manufacturing small businesses (39%). Professional service (62%) and manufacturing (59%) small businesses, on the other hand, are more likely than retail (37%) and services (29%) small businesses to have taken out a loan in response to inflation. Meanwhile, small businesses in the West are more likely to report having reduced staff due to inflation than those in other parts of the country. More Western small businesses also report taking out a loan than those in the South and Midwest.

More small businesses get concerned about rising interest rates

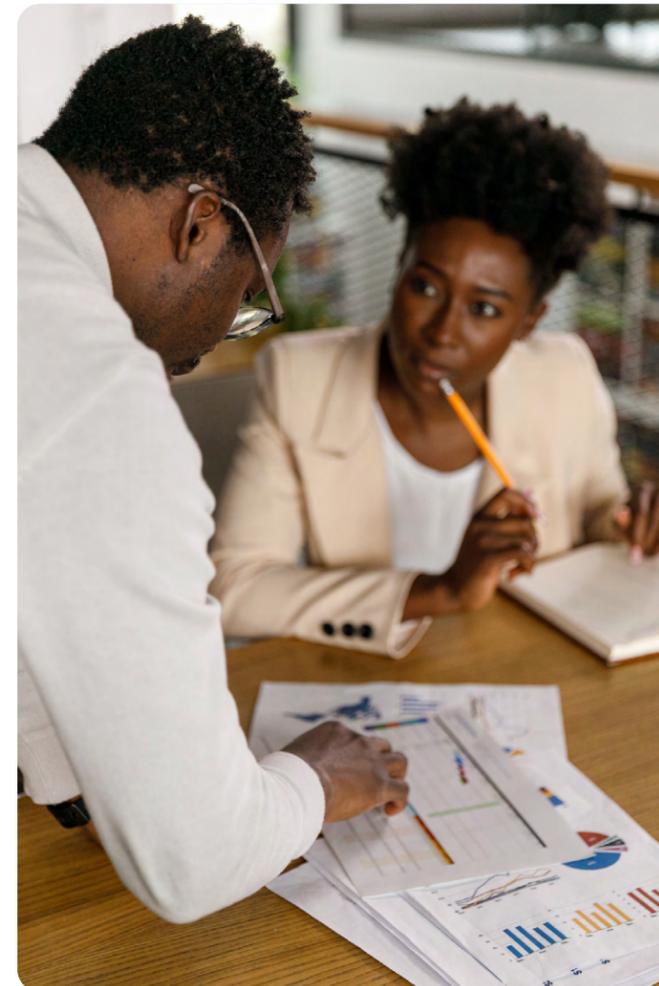
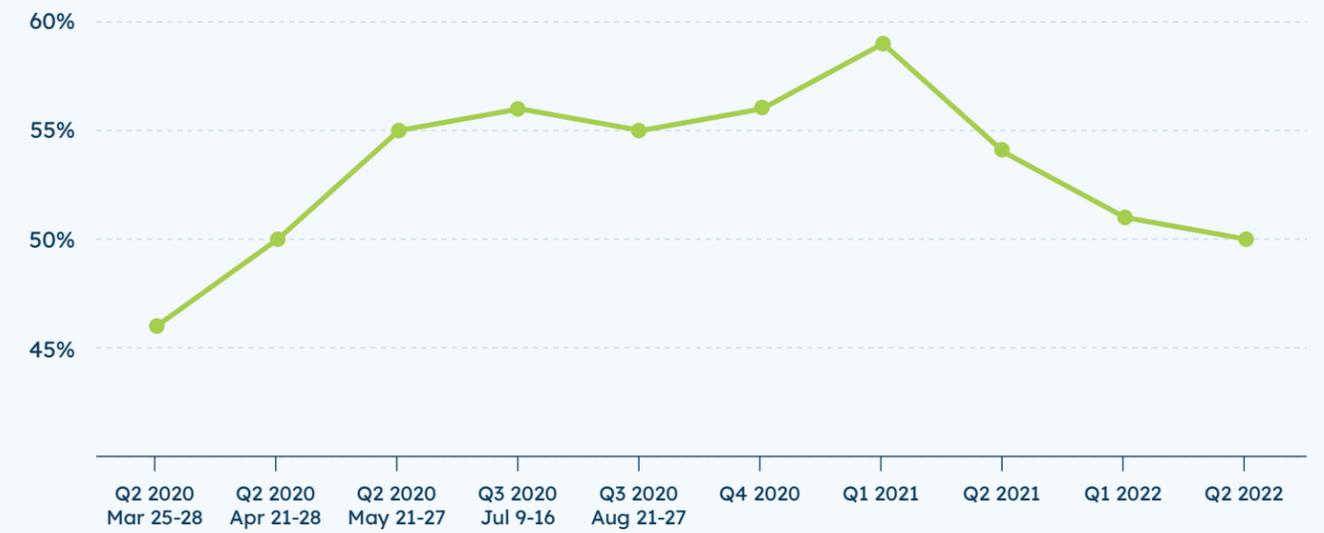
Rising interest rates can impact small businesses in a number of ways. One of the top concerns is the rising real cost of loans which small businesses often depend on to grow and expand. So, not surprisingly, rising interest rates are a concern for many small business owners looking to raise capital.

Following the Federal Reserve's decision to raise interest rates in March and May (as this poll was in field), nearly three-quarters of small businesses (74%) report being concerned about the impact of rising interest rates on their business. Compared to last quarter, there has been a six-percentage point increase in the share that are very concerned (35% vs. 29%).

Also, 15% of small businesses indicate rising interest rates are the top concern for the small business community, more than double from last quarter (7%).

Fewer small businesses in the Midwest (65%) indicate they are concerned over rising interest rates than those in the Northeast (80%) and West (78%). More small businesses in the professional services (83%), manufacturing (75%), and retail (74%) sector report being concerned about rising interest rates than those in services (63%).

Percentage of small business owners that believe it will be another six months to a year until the U.S. small business climate returns to normal



Half see months before things return to normal

Around half of small businesses think it will be six months to a year before the small business environment returns to normal—a statistic that has been remarkably consistent since the pandemic began.

Half (50%) of small businesses say they believe it will be another six months to a year until the U.S. small business climate returns to normal, and fewer than one in ten (6%) say that it already has.

Small Businesses Offer Flexibility, Higher Wages to Find Talent

40% offer hybrid work, but only half will continue it indefinitely

Most small businesses say they are concerned about finding and retaining workers.

This quarter, a majority of small businesses (55%) express concern over filling empty roles and retaining employees (54%). That said, half (50%) consider the pool of potential recruits to be of good or very good quality. However, with inflation and supply chain issues dominating their concerns, fewer are citing a lack of applicants for job openings (7%) as a top challenge for the small business community (down from 13% in Q1 2022). Furthermore, a relatively small share say employee morale (10%), employee retention (9%), and low-quality applicants (7%) are a top concern.

The most popular options for recruiting and retaining workers are to offer flexible work schedules and higher wages. Roughly a third of small businesses report offering employees greater flexibility (34%) and increased wages (33%) over the past year to improve retention and attract new talent.



“The biggest inflation impact has been the need to increase our pay scales. We have had to increase pay by about 15-20%.”

Brenda Nolby, CEO, Jam Hops Gymnastics
Ham Lake, Minnesota

In addition, four in ten (40%) small business owners say they are still offering their employees a hybrid work environment. This is especially common among small businesses with greater than five employees and those in the services sector. Manufacturing small businesses, on the other hand, are far less likely (27%) to report still offering hybrid work than those in services (52%), retail (42%), and professional services (38%). Of small businesses still offering hybrid work, 54% plan to continue to offer it indefinitely.

Mental health offerings from small businesses have also been boosted this quarter. This quarter, slightly more small business owners say they have offered or expanded their mental health benefits, such as mental health days, wellness activities, and coverage for therapy than in Q1 2022 (20% vs. 14%).

More small businesses in the professional services (25%) sector report offering or improving mental health benefits in the last year to retain and attract employees than those in retail (16%). Similarly, millennial-owned businesses (28%) are more likely than businesses owned by Gen Xers (12%) and baby boomers (13%) to report expanding their mental health benefits.

COVID-19 fades as top concern

Many small businesses (68%) report continued concern over the impact of COVID-19 on their business. However, when forced to choose the most pressing challenges facing the small business community, the virus has fallen to a third-tier concern, behind financial challenges like inflation, supply chain issues, and revenue.

Roughly one in six (15%) small businesses cite COVID-19 as a top challenge that small businesses are facing now. This marks the lowest level since we first asked the question in Q3 2021.

Small businesses in the West (78%) are significantly more concerned about COVID-19's impact on their business than those in the Midwest (58%) and South (65%). Similarly, professional service small businesses (77%) are more concerned than those in retail (67%), manufacturing (65%), and services (63%).

Small Businesses Go Local for Financing

Small businesses turn to personal finance, local banks for financing

A majority of small businesses report using their personal savings (60%) or turning to local banks or credits unions (52%) for capital to grow their business. Compared to Q1 2020, when this question was last asked and prior to the COVID-19 pandemic, more businesses now report turning to each of these sources for capital.⁴

Small businesses with fewer than five employees disproportionately rely on personal savings (65%) compared to other sources to finance their business than small businesses with more employees. Meanwhile, larger small businesses (20-499 employees) most often turn to local banks or credit unions (69%) in comparison to relying on personal savings or national banks (both at 57%).

While small businesses report turning to more sources for capital than before the pandemic, they consider the quality of their access as worse. Forty percent report having good access to capital or loans, while another 14% indicate they have very

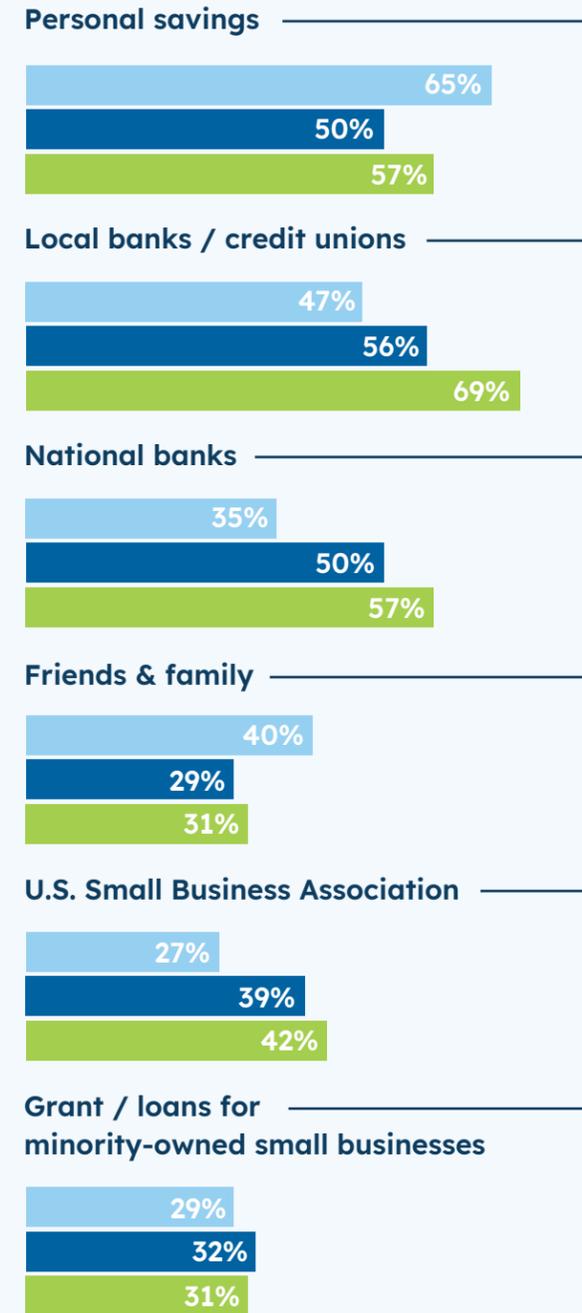
good access. This represents a stark decline in the share of small businesses that rate their access to capital as very good (14% vs. 33%) compared to when we first asked this question in our inaugural SBI (Q2 2017).

At the same time, they face additional challenges that are hindering their access to capital: 60% say that rising interest rates are limiting their access, while 56% say rising prices limits access to funding.



Percentage of small business owners that use or go to the following to find capital or financing to grow their business.

No. of employees ● 1-4 ● 5-19 ● 20-499



Half of small business owners work more than five years ago

This edition of the SBI marks the five-year anniversary of the Small Business Index.

Over that time, one key finding stands out: Half (50%) of small business owners say they are working more hours now than they were a year ago. This question was first asked in the inaugural SBI (Q2 2017). In the pre-pandemic world, five years ago, 30% said they were working more hours. This equates to a 20-percentage point increase⁵ in the share of small business owners that report working more hours.

“The high rate of inflation is squeezing the life out of small independent restaurants. Never in my nearly 35 years in business has inflation had such a negative impact on my business. We have had to raise our prices twice just in the last 90 days. Because we operate in a low-income community, we have a highly price-sensitive customer base who are also dealing with the rapidly escalating cost of things like rent and gas. I honestly don’t think the government knows how much people are struggling to survive.”

**Greg Dulan, Owner, Dulan’s Soul Food
Los Angeles, California**

4. Beginning in Q2 2020, an online approach was used in place of the typical phone methodology. This change in mode may be responsible for some of the shifts in the data.
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KEY FINDINGS

Small Business Operations, Environment and Expectations

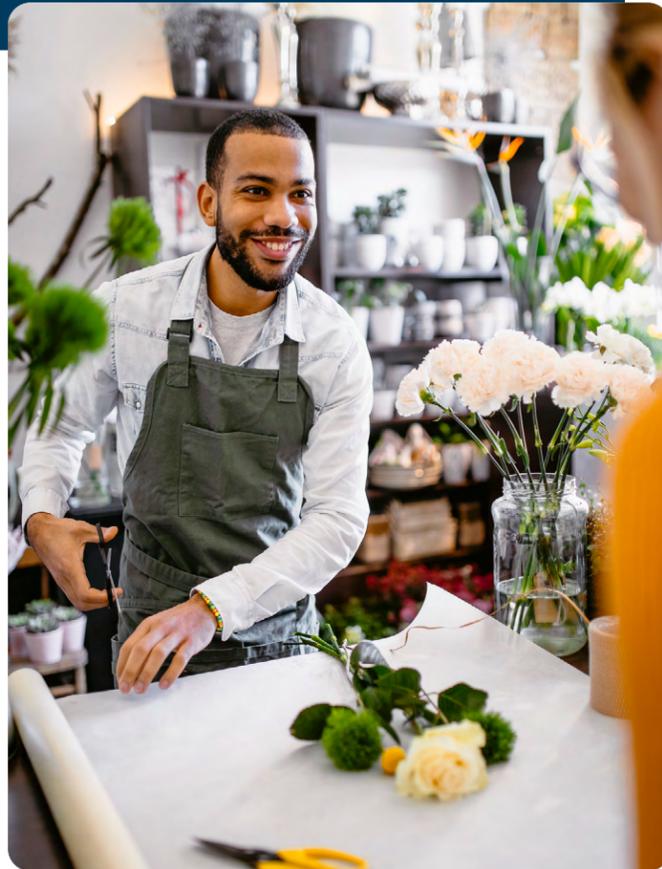
Small Business Operations

Business health inches up, most retain the same amount of staff

Small business owners' views of their business health returns to pre-pandemic norms this quarter but at the same time, more say their business's health is somewhat good.

A majority (66%) of small business owners report their business is in good health. This marks a five-percentage point increase compared to Q1 2022 (61%) and puts this measure on par with Q1 2020 (65%), the last pre-pandemic reading. However, a plurality of respondents (40%) indicate their business's health is somewhat good (up seven-percentage points from last quarter), rather than 26% who feel it is very good, perhaps indicating a softening of optimism.

Consistent with previous waves, small businesses that employ more people are more comfortable with their business health. Just over half (57%) of small businesses with fewer than five employees say they are in good health, compared to 77% of small businesses with 5-19 employees and 87% of small businesses with 20-499 employees.



Roughly three-quarters (73%) of small business owners indicate they are comfortable with their cash flow, a figure that has continued to trend upward since the pandemic low of 48% in April 2020. However, here too there is a softening in the intensity with which they feel this. Compared to last quarter, the share saying they are very comfortable (17%) dropped five-percentage points, while the share saying they are somewhat comfortable (56%) increased by nine-percentage points.



Two-thirds (66%) of small businesses with fewer than five employees are comfortable with their cash flow compared to 86% of small businesses with 5-19 employees and 83% of small businesses with 20-499 employees. Among small businesses with 5-19 employees, this represents a 12-percentage point increase in the share that report being comfortable with their cash flow compared to last quarter (86% vs. 74%).

A majority (62%) indicate they have maintained the same staff size (a similar 65% said they maintained the same size staff when asked last quarter). More than one in five (22%) small businesses report having increased their staff over the past year, similar to findings for the last couple of quarters. Again, companies with more employees report having increased staff at higher rates.

Small Business Environment

Small businesses see increasing competition, compliance costs

This quarter, small businesses see increasing competition and report spending more time on dealing with red tape. Many also see stable, but relatively poor national and local economies.

Small business owners report higher levels of competition than last quarter (39% vs. 30%), and say they are now spending more time on licensing, compliance, or other government requirements (37% vs. 29%), when compared to six months ago.

More larger small businesses—those with 20-499 employees—report that the time they spend on compliance compared to six months ago has increased (51%) than those with 5-19 employees (38%) or fewer than five employees (33%).

About one in three (30%) small business owners rate the overall U.S. economy as good, while more (37%) rate their local economy as good. This is consistent with findings the last two quarters. Just under half (49%) say the U.S. economy is poor—also consistent with the last couple of quarters. Before the pandemic began, a majority (59%) of small businesses said the national economy was good.

Professional services (high-end services like consulting) firms see a better macro-economic picture than their counterparts. Professional service small businesses consider both the U.S. economy and their local economy to be in better health than those in manufacturing, services, or retail. For example, 46% of professional services firms see a good national economy, while only 17% of manufacturing firms do. Views of the local economy also follow this trend: 53% of professional, 32% of retail, 31% of services, and 32% of manufacturing small firms see a good local economy.

“The local economy is generally good and there is optimism among business leaders, but there are concerns about inflation and the potential of a recession.”

**Paul Huszar, President & CEO, VetCor LLC
Tampa, Florida**

Small Business Expectations

More small businesses intend to hire in coming year

Though this quarter’s results show continuing anxieties about the present (including cash flow, compliance, and increasing competition), many expect to hire and invest in the near future.

Looking ahead to next year, 43% of small businesses intend to increase their staff—an increase of six-percentage points from last quarter. Meanwhile, 43% anticipate they will invest more over the next year, and 66% expect revenues to increase, both on par with Q1 2022.

Larger small businesses (those with 20-499 employees) report feeling more bullish about the future. More say they expect to hire additional staff (56%) than businesses with 5-19 employees (45%) or fewer than five employees (40%). Similarly, more small businesses with 20-499 employees (76%) expect revenues to rise over the next year than businesses with 5-19 employees (67%) or fewer than five employees (63%).



Index Snapshots



Index rises to pandemic-era high again.

The MetLife & U.S. Chamber of Commerce Small Business Index rose to 66.8 from 64.1 last quarter. This score is closer to pre-pandemic index scores, but remains below findings in Q1 2020 (71.7).



Inflation is the top concern.

Forty-four percent of small businesses cite inflation as the biggest challenge facing small business owners, up from 33% last quarter and from 19% when the question was first asked in Q3 2021.



Most report their business is healthy.

Two-thirds (66%) of small business owners report their business is in good health. This marks a five-point increase from Q1 2022 (61%) and puts this measure on par with Q1 2020 (65%), the last pre-pandemic reading.



Small business owners see more competition and red tape.

Small business owners report higher levels of competition than last quarter (39% vs. 30%), and say they are spending more time on licensing, compliance, or other government requirements (37% vs. 29%).



Concern grows over rising interest rates.

The number of small business owners who cite higher interest rates as the biggest challenge has doubled from last quarter (15%, from 7%), and it now rounds out the top five biggest challenges cited by these respondents.



Small business expectations remain bright.

Two-thirds (66%) anticipate their revenue to increase over the next year. Forty-three percent intend to hire more staff in the next year, up from 37% last quarter.



Small businesses offer flexibility and higher wages to find talent.

Thirty-four percent of small businesses report offering employees greater flexibility and 33% say they have increased wages over the past year to improve retention and attract new talent.



Small business owners working more now.

50% of small business owners say they are working more hours now than they were a year ago. This is a 20-percentage point increase compared to when the question was first asked in Q2 2017.⁶



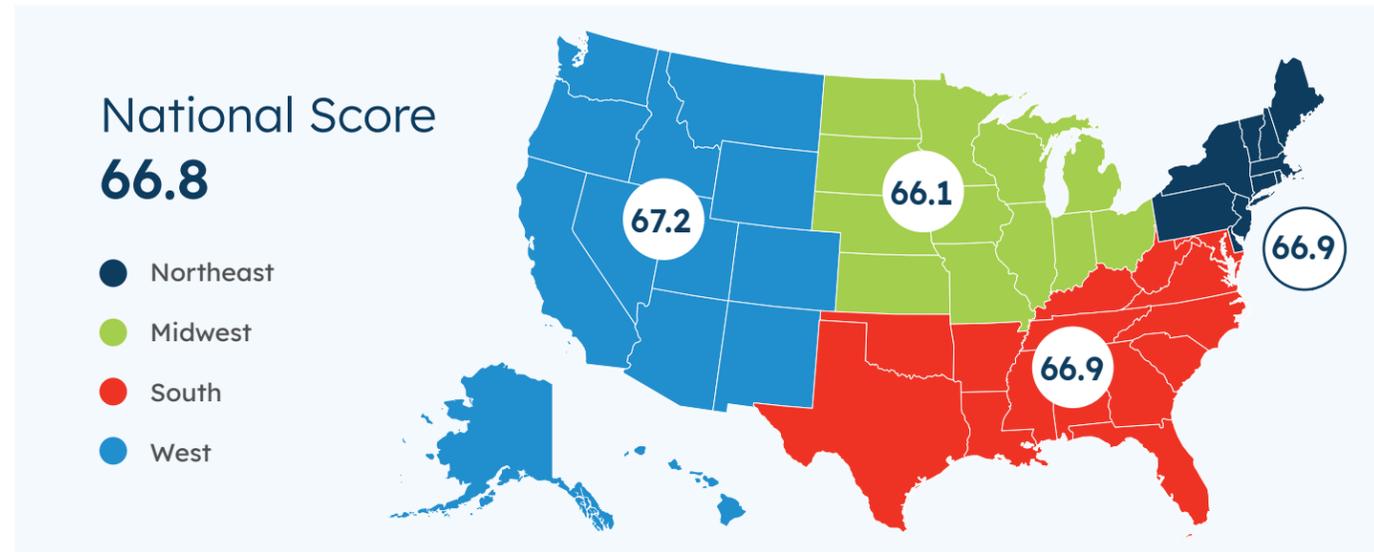
COVID concerns take back seat to inflation.

Many small businesses (68%) report continued concern over the impact of COVID-19 on their business. However, just one in six (15%) small businesses cite COVID-19 as a top challenge. This marks the lowest level since we first asked the question in Q3 2021.

6. Beginning in Q2 2020, an online approach was used in place of the typical phone methodology. This change in mode may be responsible for some of the shifts in the data.

Q2 Small Business Index Scores by Region

Midwest sees worse local economy and holds back on hiring



Northeast (66.9): In the Northeast, 68% rate their business’s health as good, while slightly more say they are comfortable with their cash flow compared to last quarter (76% vs 70%). However, the intensity with which business owners feel optimistic has softened. The share saying their business’s health is very good and that they feel very comfortable with cash flow has declined by double digits. Instead, more report feeling somewhat good and somewhat comfortable, respectively.

Midwest (66.1): Fewer (25%) Midwestern small businesses rate their local economy as good compared to those in the South (37%), West (41%), and Northeast (45%). The percentage of Midwestern small businesses that have increased their staff in the last year is lower than all other regions, and they are less comfortable (57%) than those in the South (69%) and Northeast (68%) with their business’s health. However, Midwestern small business owners state that they are more likely to increase staff (46%) in the next year than they were in Q1 2022 (32%).

South (66.9): Along with the Midwest (21%), small businesses in the South (25%) are less optimistic about the U.S. economy than in the West (35%) and Northeast (40%). However, they are more optimistic about their local economy’s health (37%) and the health of their business (69%). This marks a 13-percentage point increase in perceptions of business health compared to last quarter. These shifts bring the South up to par with the Northeast and West on perceptions of small business health this quarter.

West (67.2): Two in three (66%) small business owners in the West report their business is in good health, on par with last quarter. However, these perceptions have softened, with a 14-percentage point drop in those saying their business’s health is very good and a 12-percentage point increase of those saying their business’s health is somewhat good. Compared to Q1 2022, more Western small businesses have increased staff in the past year (29% vs. 15%) and plan to increase in the next year (48% vs. 37%).

Small Business Index Methodology

These are the findings of an Ipsos poll conducted between April 29-May 17, 2022. For this survey, a sample of 750 small business owners and operators age 18+ from the continental U.S. Alaska and Hawaii was interviewed online in English.⁷

The sample for this study was randomly drawn from Ipsos’ online panel and partner online panel sources and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to the study, in drawing sample. Small businesses are defined in this study as companies with fewer than 500 employees that are not sole proprietorships. Ipsos used fixed sample targets, unique to this study, in drawing sample. This sample calibrates respondent characteristics to be representative of the U.S. small business population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2019 Statistics of U.S. Businesses dataset. The sample drawn for this study reflects fixed sample targets on firmographics. Post-hoc weights were made to the population characteristics on region, industry sector and size of business.

Statistical margins of error are not applicable to online non-probability polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 4.4 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation

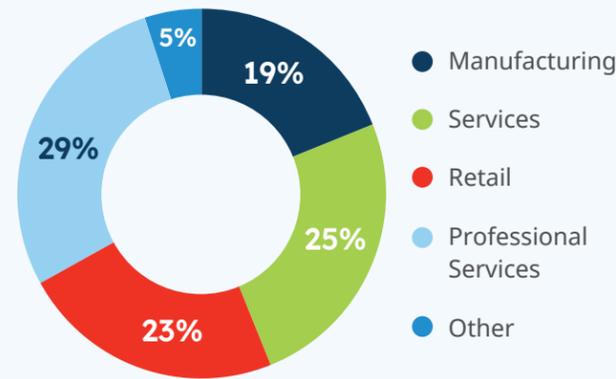
of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (n=750, DEFF=1.5, adjusted Confidence Interval=+/-5.9 percentage points).

Index Methodology

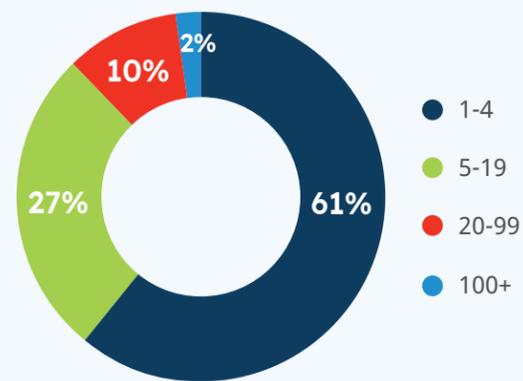
To construct national, regional, employee size, and broad industry group level estimates of the health of small businesses in the U.S., a sequence of statistical techniques were applied to the survey results, including elastic net for variable selection and multilevel regression with post stratification (MRP) from the survey data.

Since each business may report the state of its health by different standards, Ipsos uses the core survey questions to construct a stable, consistent definition of small business status. Each business is then classified into one of three categories: poor, neutral, or good. Once each business is measured on a consistent scale, the survey results are fed into a multilevel regression model to generalize our results to a broader set of businesses enabling us to measure the health of businesses not just nationally

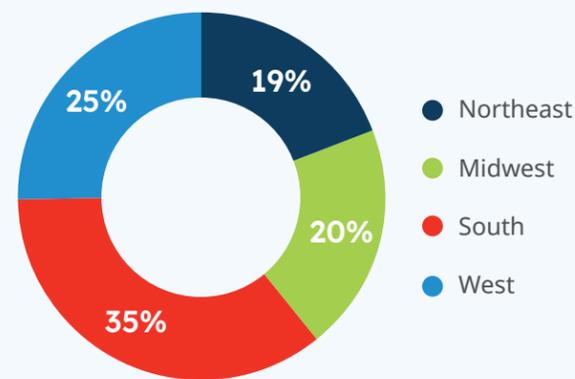
Breakdown by Sector



Breakdown by Employee Size



Breakdown by Region



but also at the level of state, industry, and business size. The model uses employee size, industry type, and location as individual level predictors, as well as data from the BLS on job change by industry.

Next, to ensure that our model results are reflective of the small business population in the U.S., we adjust our estimates using the number of businesses in the over 5,000 possible combinations of state, industry, and firm-size categories to ensure that the model of business health represents the U.S. population of small businesses.

The process used is known as post-stratification, something which was not possible with the original sample due to sample-size limitations. The population estimates for employee size, industry, and location were obtained from the U.S. Census 2019 Statistics of U.S. Businesses dataset.

7. Beginning in Q2 2020, the MetLife/U.S. Chamber of Commerce Small Business Index survey has been conducted via online surveys, in place of the typical phone-based approach. This methodological shift is in response to anticipated lower response rates in dialing business locations as a result of mandated closures related to the COVID-19 outbreak. While significant changes in data points can largely be attributed to the recent economic environment, switching from a phone to online approach may have also generated a mode effect.

About Us



U.S. Chamber of Commerce

The U.S. Chamber of Commerce is the world’s largest business organization representing companies of all sizes across every sector of the economy. Our members range from the small businesses and local chambers of commerce that line the Main Streets of America to leading industry associations and large corporations. They all share one thing: They count on the U.S. Chamber to be their voice in Washington, across the country, and around the world. For more than 100 years, we have advocated for pro-business policies that help businesses create jobs and grow our economy.

For more information, visit www.uschamber.com.

Press Contact

Lindsay Cates
 U.S. Chamber of Commerce
lcates@uschamber.com
 202-897-8515



MetLife

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Press Contact

Judi Mahaney
 MetLife
jmahaney@metlife.com
 646-238-4655

For more information on this index, visit www.sbindex.us



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