





# **Opinion Survey: Small Business Owner Opinions on Access to Credit and Proposals to Boost the Economy**

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American Sustainable Business Council

www.asbcouncil.org

Main Street Alliance www.mainstreetalliance.org

**Small Business Majority** 

www.smallbusinessmajority.org

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## **Executive Summary**

Small business owners are suffering from weak sales and decreased customer demand, and on top of that, a lack of access to credit. It is difficult for small business owners to access the credit that will help them grow, hire and jumpstart the economy. Our new opinion polling shows an overwhelming 90% of small business owners nationwide agree the availability of credit for small businesses is a problem, and 61% agree it's harder to get a loan now than it was four years ago. The vast majority (82%) also supports tighter regulations on credit cards, including clearer disclosure of terms and interest rate caps.

To help address the credit problem, 90% of owners want community banks and credit unions to be permitted to lend more to small businesses. More than three-fourths support providing incentives to community banks to boost their small business lending.

The housing and mortgage meltdown has also affected small businesses' capacity to grow and hire. Polling found that nearly three-quarters of small businesses have been hurt to some degree by weak customer demand directly related to the mortgage crisis.

Small business owners were also surveyed about various provisions of the American Jobs Act. Respondents were supportive of proposals included in the plan, many of which are currently being considered by lawmakers.

## **Main Findings**

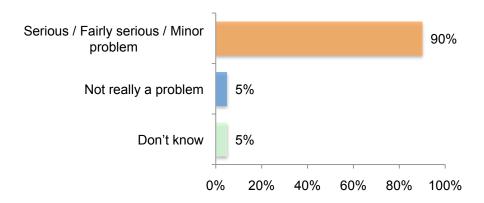
- **Small business owners say access to credit is a problem:** 90% of respondents agree the availability of small business loans is a problem, and 60% have faced difficulty themselves when trying to obtain loans that would grow their businesses.
- Small business owners agree it is harder now to obtain loans: 61% of respondents say it is harder now than it was four years ago to get a loan.
- Small business owners support making it easier for community banks and credit unions to lend more: 90% of owners support making it easier for community banks and credit unions to lend to small businesses, and more than three-quarters, or 77%, support creating incentives for community banks to lend more. By more than a 2:1 ratio, respondents support increasing credit unions' lending cap from 12.25% to 27.5% of a credit union's assets.
- Support for reforming and regulating credit cards is extremely high among small business owners: 82% support tighter credit card regulations, such as clearer disclosure of terms and caps on interest rates, including 47% who strongly support these regulations; 52% of entrepreneurs have used credit cards to help finance their own business.
- Respondents favor reducing collateral requirements: 60% of small business owners support reducing collateral requirements so loans can become more accessible.
- The housing and mortgage crisis has harmed consumer demand for small businesses: Almost three-quarters of small business owners, or 73%, feel their business has been hurt by a drop in consumer demand stemming from the housing and mortgage meltdown.
- Small business owners believe reducing the principal on underwater mortgages will boost spending: 57% of respondents agree reducing the principal on underwater mortgages to the current market value would boost consumer spending, helping small businesses regain their vigor through increased profits.
- Small business owners strongly support investment in infrastructure: 69% favor investing \$50 billion in infrastructure projects that would create jobs.
- Entrepreneurs favor creating a nationwide wireless network: 59% of those surveyed are in support of creating this kind of network and expanding access to high-speed wireless services.
- Respondents were politically diverse: 50% identified as Republican, 32% as Democrat and 15% as independent.

## **Owners Agree Access to Credit is a Problem for Small Businesses**

Poor economic conditions have left small business owners struggling with weak demand and diminished profits, unable to fully live up to their potential as our nation's chief job creators. The lack of available credit to small businesses is exacerbating these challenges—and stalling economic growth. An overwhelming 90% of small business owners surveyed say that access to credit is a problem for small business. What's more, 60% of small employers have faced difficulties firsthand when trying to obtain loans to grow their businesses.

### Figure 1: Majority of owners agree small business lending is a problem

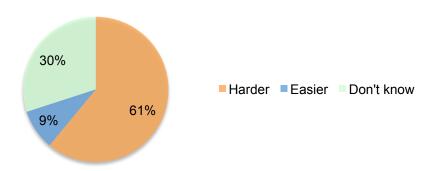
How big of a problem would you say the availability of credit for small businesses is—a serious problem, fairly serious, a minor problem, or not really a problem?



Opinion polling also revealed that the availability of credit for small businesses wasn't always such a problem. A 61% majority report it's harder for them get loans now than it was four years ago, with 29% saying it's *much* harder. Only 9% of respondents say it's easier.

#### Figure 2: Small employers say loans were easier to get four years ago

Is it much harder, somewhat harder, somewhat easier, or much easier for your small business to get loans now than it was four years ago?

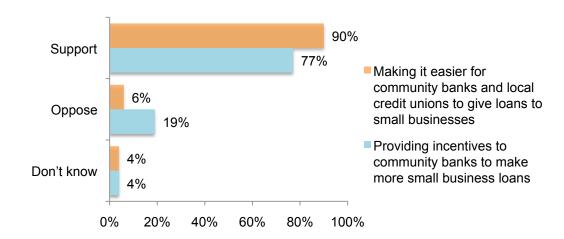


## **How Lawmakers Can Address Small Business Lending and More**

Small business owners across the board demonstrate support for reforming small business access to credit. A vast 90% of owners favor making it simpler for community banks and credit unions to lend to small businesses. Another 77% support providing incentives for community banks to lend more to entrepreneurs. Specifically, by more than a 2:1 ratio, small business owners support encouraging credit unions to lend more to entrepreneurs by increasing their member lending cap from 12.25% of their assets to 27.5% of their assets.

### Figure 3: Community banks and credit unions should be able to lend more

Do you strongly support, somewhat support, somewhat oppose, or strongly oppose:



A large majority—82% of respondents—supports tighter credit card regulations, such as clearer disclosure of terms and caps on interest rates—and nearly half, or 47%, strongly support these kinds of regulations. Polling also found 52% of small business owners have used credit cards to finance their own business.

#### Figure 4: Small business owners support tighter credit card regulations

Would you support or oppose tighter regulations on credit cards, including clearer disclosure of terms and caps on interest rates?

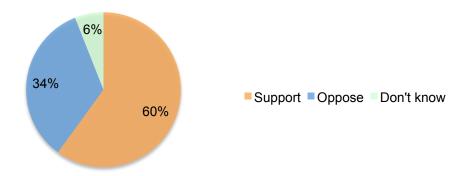


Small business owners were also asked about how they view the role of collateral when it comes to obtaining loans. Sixty percent of small business owners support reducing collateral requirements in order to make loans more accessible. In addition, a quarter of those surveyed have used their house as a source of capital for their business through a home equity line of credit.

### Figure 5: Easing collateral requirements would help entrepreneurs get loans

(Here are some options people have proposed to encourage community banks to lend more to small businesses. For each, please answer whether you strongly support, somewhat support, somewhat oppose, or strongly oppose the option.)

Reduce collateral requirements so loans are more accessible



Another issue that has created a set of problems for small business is the lending and mortgage crisis: 73% of small employers say the drop in consumer demand resulting from the housing meltdown has hurt their business in some way. A majority of small business owners, or 57%, agree reducing the principal on underwater mortgages to the current market value would boost consumer spending, helping small businesses regain their vigor through increased profits.

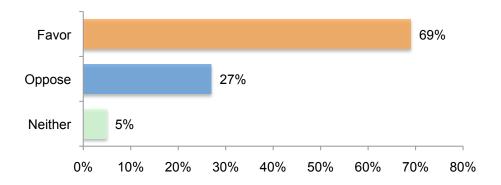
## **Small Businesses Support Proposals to Help the Economy**

Proposals to jumpstart economic and small business growth have been debated in Congress for months. President Obama's American Jobs Act is one such proposal, and it includes numerous provisions aimed at helping small businesses create jobs and stimulate the economy. When asked about the plan's provisions, small business owners demonstrated strong support, particularly where investments in infrastructure were concerned. The vast majority, or 69% of small business owners, favor investing \$50 billion in infrastructure projects that would generate jobs, namely road, bridge and water system improvements. An additional 59% favor creating a National Infrastructure Bank to help fund such projects.

### Figure 6: Small employers say infrastructure investments would create jobs

(Here are some proposals being considered to help the economy. For each one, please indicate if you strongly or somewhat favor or oppose each proposal.)

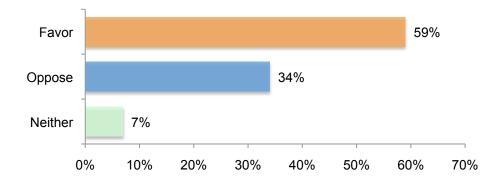
Investing \$50 billion in new and existing infrastructure projects, like roads, bridges, and water systems, that create jobs



Another project garnering support from small business owners would create a nationwide wireless network. A majority of 59% favor creating such a network and improving the accessibility of high-speed wireless services.

### Figure 7: Small businesses support a nationwide wireless network

Creating a nationwide wireless network and expanding accessibility to high-speed wireless



Several more provisions of the American Jobs Act drew support from the majority of small business owners. One of these related to preventing layoffs: A 53% majority agree it's a good idea to spend \$35 billion to prevent layoffs of police officers, firefighters and teachers. In addition, entrepreneurs are more likely to favor using \$62 billion to expand job training and reemployment services than oppose.

### **Conclusion**

Small business owners have been hit especially hard by the recession, and our floundering economy cannot regain its vigor until our entrepreneurs do. Alongside weakened consumer demand, credit barriers are hampering small business expansion and straining entrepreneurs' ability to put America back to work. A national poll of small business owners made their views clear: both the small business lending crisis and the nation's unemployment crisis have gone on too long. An overwhelming majority of respondents agree the availability of credit for small business is a problem. But small business lending conditions can be improved in many ways—for example, by increasing community banks' and credit unions' lending authority—and entrepreneurs broadly support such measures.

Many owners favor key provisions of President Obama's American Jobs Act, particularly investments in infrastructure. If lawmakers start listening more keenly to small business owners, they'll find these entrepreneurs know exactly what will help them grow, hire and put the economy back on track.

## Methodology

This poll reflects an Internet survey of 500 small business owners across the country, commissioned by the American Sustainable Business Council, Main Street Alliance and Small Business Majority and conducted by Lake Research. It has a margin of error of +/- 4.4%. The survey was conducted between December 8, 2011 and January 4, 2012.

Researchers used a random sample of small business owners obtained from Harris Interactive, with additional samples from InfoUSA.

## **Poll Toplines**

1. Just to confirm, are you the owner of a for-profit small business, who handles operations of the business or manages the employees?

Business Size	
(by number of employees, including owner)	)

	TOTAL (%)	1	2-9	10+
Owner-operator	46	58	42	39
Owner-manager	10	3	10	19
Both	44	39	47	43
NeitherTE	ERMINATE			
Don't knowTE	ERMINATE			

2. Approximately how many people work 30 or more hours per week at your company, including yourself? Please don't include contractors.

Self-employed26	100	O	0
2 – 14 employees 58	O	100	29
15 – 20 employees 7	O	O	30
21 – 99 employees9	0	0	41

3. SSA: Turning to another topic, how big of a problem would you say the availability of credit for small businesses is—a serious problem, fairly serious, a minor problem, or not really a problem?

Serious problem22	13	18	39
Fairly serious problem42	42	44	35
Minor problem26	29	28	20
Not really a problem5	4	6	4
Don't know 5	12	4	2
Serious / Fairly serious / Minor problem90	84	90	94
Not really a problem5	4	6	4

4. SSB: Turning to another topic, how big of a problem would you say the availability of credit for your small business is—a serious problem, fairly serious, a minor problem, or not really a problem?

Serious problem6	3	7	7
Fairly serious problem27	32	25	24
Minor problem28	22	28	35
Not really a problem38	40	39	34
Don't know 2	3	1	0
Serious /Fairly serious /Minor problem60	57	60	66
Not really a problem38	40	39	34

5. Has the housing and mortgage crisis hurt your ability to get credit as a small business a great deal, somewhat, a little, or has it not hurt your ability to get credit?

Business Size (by number of employees, including owner)

TOTAL (%)	1	2-9	10+
Hurt a great deal       15         Hurt somewhat       17         Hurt a little       18         Not hurt       37         Don't know       11	14 15 16 40 15	15 16 18 38 13	16 23 23 34
Hurt a great deal /somewhat /a little51 Not hurt37	45 40	49 38	62 34

6. Has the drop in consumer demand as a result of the housing and mortgage crisis hurt your business a great deal, somewhat, a little, or has it not hurt your business?

Hurt a great deal       28         Hurt somewhat       28         Hurt a little       17         Not hurt       24         Don't know       3	30	27	27
	33	28	24
	16	18	18
	20	23	30
	2	5	1
Hurt a great deal /somewhat /a little	78	72	69
	20	23	30

7. Regarding the housing and mortgage crisis, some people have proposed reducing the principal on underwater mortgages to the current market value. Do you think reducing the principal on underwater mortgages to current market value would boost consumer spending a lot, somewhat, just a little, or not at all?

Boost spending a lot12	. 11	9	18
Boost spending somewhat23	29	21	20
Boost spending a little23		25	22
Not boost spending at all26	22	26	31
Don't know17	18	19	9
Boost spending a lot/somewhat/a little 57	• • • • • • • • • • • • • • • • • • • •	55	60
Not at all26	22	26	31

8. Have you ever used your home as a source of capital for your business, such as through a home equity line of credit, refinancing your mortgage, or as collateral for a loan, or have you not used your home as a source of capital? Please check all that apply.

Equity line of credit25	15	27	29
Refinancing mortgage8	7	9	9
Collateral for a loan10	4	9	18
Have not used home for capital63	70	63	55
Not applicable/Don't know4	8	2	5

9. Have you ever used your commercial property as a source of capital for your business, such as through an equity line of credit, refinancing, or as collateral for a loan, or have you not used your commercial property as a source of capital? Please check all that apply.

## **Business Size** wner)

		Ŀ	Susiness Size	
	(by I	number of e	mployees, inc	cluding own
	TOTAL	(%) 1	2-9	10+
	Equity line of credit6	2	5	13
	Refinancing6	0	5	15
	Collateral for a loan	2	10	12
	property for capital55	52	59	51
	Not applicable/Don't know30	44	27	20
10.	Have you used a credit card to help finance your k	ousiness, or	have you not	done so?
	Used credit card to finance business 52	54	55	41
	Not used credit card45	41	42	55
	Not applicable/Don't know4	5	2	4
11.	Would you support or oppose tighter regulations disclosure of terms and caps on interest rates?	on credit ca	rds, including	g clearer
	Strongly support	56	46	39
	Somewhat support35	30	36	38
	Somewhat oppose 10	4	10	13
	Strongly oppose 7	6	6	9
	Don't know	3	2	2
	Support82	86	82	76
	Oppose16	11	16	22
12.	Is it much harder, somewhat harder, somewhat eabusiness to get loans now than it was four years a	•	ch easier for	your small
	Much harder29	24	31	32
	Somewhat harder31	31	27	40
	Somewhat easier 7	4	6	13
	Much easier1	0	2	2
	Don't know31	41	34	13
	Harder61	55	58	72
	Easier9	4	8	15

13. Do you strongly support, somewhat support, somewhat oppose, or strongly oppose making it easier for community banks and local credit unions to give loans to small businesses?

Business Size (by number of employees, including owner)

Г	OTAL (%)	1	2-9	10+
Strongly support	35 4 2	55 34 2 3 6	51 38 4 3	63 29 7 0
SupportOppose		90 4	90 7	92 7

Here are some options people have proposed to encourage community banks to lend more to small businesses. For each, please answer whether you strongly support, somewhat support, somewhat oppose, or strongly oppose the option.

14. Ease capital reserve requirements that restrict banks' ability to lend to small businesses

Strongly support23	19	20	33
Somewhat support40	34	46	34
Somewhat oppose22	26	24	16
Strongly oppose9	12	5	13
Don't know6	9	5	4
Support63	53	66	68
Oppose31	38	29	29
15. Reduce collateral requirements so loans are more a	ccessible		
Strongly support24	19	24	29
Somewhat support36	40	36	32
Somewhat oppose23	22	24	23
Strongly oppose11	10	10	13
Don't know6	8	6	3
Support60	59	59	61
Oppose34	32	34	36

16. Provide incentives to community banks to make more small business loans

## Business Size (by number of employees, including owner)

T	OTAL (%)	1	2-9	10+
Strongly support	39 12 7	38 42 8 4 8	38 38 12 8 4	37 39 15 7 3
SupportOppose		80 12	76 20	76 21

17. To encourage credit unions to lend more to small businesses, would you strongly support, somewhat support, somewhat oppose, or strongly oppose increasing the limit on the amount of loans credit unions can make from 12.25% of their assets to 27.5% of their assets?

Strongly support17	13	16	23
Somewhat support41	37	39	50
Somewhat oppose17	22	15	14
Strongly oppose8	8	8	8
Don't know17	20	22	5
Support58	50	55	73
Oppose25	30	23	22

Here are some proposals being considered to help the economy. For each one, please indicate if you strongly or somewhat favor or oppose each proposal.

18. Temporarily cutting and suspending \$265 billion worth of payroll taxes for employers and employees

Strongly favor20	19	20	21
Somewhat favor30	31	28	34
Somewhat oppose23	25	21	24
Strongly oppose	14	19	18
Neither9	11	11	3
Don't knowo	0	0	О
Favor50	50	49	55
Oppose40	39	40	42

19. Using \$62 billion to expand job training and re-employment services, including extending unemployment insurance to prevent 5 million Americans who are looking for work from losing their benefits

Business Size (by number of employees, including owner)

	TOTAL (%)	1	2-9	10+
Strongly favor		20	17	19
Somewhat favor		36	34	22
Somewhat oppose		18	20	23
Strongly oppose		18	25	32
Neither	5	8	4	4
Don't know	0	0	0	0
Favor	50	56	51	41
Oppose	45	36	45	55

20. Using \$15 billion to hire construction workers to rehabilitate and refurbish hundreds of thousands of foreclosed homes and businesses

Strongly favor       18         Somewhat favor       28         Somewhat oppose       21         Strongly oppose       26         Neither       6         Don't know       0	22 30 16 22 10	15 29 26 26 4 0	22 25 18 31 4 0
Favor	51	44	47
	38	52	49

21. SSA: Investing \$50 billion in new and existing infrastructure projects, like roads, bridges, and water systems, that create jobs

Strongly favor33	46	29	30
Somewhat favor35	27	41	32
Somewhat oppose14	10	12	21
Strongly oppose13	11	13	15
Neither5	7	5	2
Don't know o	0	Ō	0
Favor	70	70	63
	73	, -	•
Oppose	20	25	36

22. SSB: Creating a National Infrastructure Bank to help fund infrastructure, like roads, bridges, and water systems, via private and public capital

Business Size (by number of employees, including owner)

TOTAL (9	6) 1	2-9	10+
Strongly favor	25	27	22
Somewhat favor	34	33	36
	13	12	15
Strongly oppose	19	25	22
	8	5	5
Don't know 0	0	0	0
Favor	60	59	58
	33	36	37

23. Creating a nationwide wireless network and expanding accessibility to high-speed wireless services

Strongly favor       26         Somewhat favor       33         Somewhat oppose       16         Strongly oppose       17         Neither       7         Don't know       0	31	23	28
	29	37	28
	15	17	17
	14	17	21
	10	6	6
	0	0	0
Favor	60	60	56
	29	34	38

24. Spending \$35 billion to prevent layoffs of police officers, teachers, and firefighters

Strongly favor......23

Somewhat favor31Somewhat oppose18Strongly oppose24Neither5Don't know0	35	30	26
	10	20	21
	20	25	29
	10	3	3
	0	0	0
Favor	61	52	48
	29	45	49

26

22

22

Finally, just some remaining questions for statistical purposes only.

#### 25. Which of the following categories best describes your business?

## Business Size (by number of employees, including owner)

,	TOTAL (%)	1	2-9	10+
Manufacturing or construction	16	8	15	25
Retail or restaurant	14	11	17	10
Non-retail services	50	64	46	43
Other	21	18	22	22

26. Do you belong to any of the following business organizations? Please check all that apply.

A trade association in your industry 35	29	33	46
Your local Chamber of Commerce24	9	22	45
National Federation of			
Independent Business6	0	7	10
The U.S. Chamber of Commerce2	1	0	9
Other business organization25	20	24	33
None42	57	43	24

27. Which of these news sources do you use on a regular basis? Please check all that apply.

Local newspapers60	58	59	65
Local TV news60	60	58	63
National network news			
(ABC, CBS or NBC)45	41	45	49
Fox News television or website36	27	38	42
CNN television or website31	31	32	29
Public radio29	38	23	32
Talk radio26	22	24	36
National newspapers23	20	19	33
MSNBC television or website22	28	19	22
Internet news sites			
(not including those above)63	70	60	62
Other8	12	8	3

28. Generally speaking, do you think of yourself as a Republican, a Democrat, an independent, or something else?

IF INDEPENDENT: Would you say that you lean more toward the Republicans or more toward the Democrats?

Republican	20 17	28 25	32 25
independent15	18	13	16
independent - lean Democratic 18	20	18	14
Democrat14	19	14	10
Other party 3	6	2	3

## 29. What is your age?

## Business Size (by number of employees, including owner)

	( J		r - J /		- /
TOT	AL (%)	1	2-9	10+	
Under 40	11	13	11	11	
40 44		12	7	11	
45 49	4	16	12	17	
50 54	7	4	7	12	
55 59	l7	14	19	16	
60 64 1	.8	18	18	18	
65 69	2	15	12	8	
70 74	7	7	7	3	
Over 75		1	6	4	
Don't know /Refused)	O	О	0	0	
30. Are you male or female?					
Male6	i3	58	57	82	
Female		42	43	18	
your business in 2010?		=0	20	_	
Under \$250,0003		73	38	5	
\$250,000 to \$500,0001		2	22	3	
Over \$500,000 to \$1 million		1	12	9	
Over \$1 million to \$2 million		1	7	33	
Over \$2 million to \$5 million		0	3	19	
Over \$5 million to \$10 million		0	1	9	
Over \$10 million		0	0	7	
Decline to answer	.8	22	18	15	
AMONG THOSE WHO DO					
NOT DECLINEN= 40	9	99	212	98	
Under \$250,0004	8	94	46	6	
\$250,000 to \$500,000		3	26	4	
Over \$500,000 to \$1 million 1		1	14	11	
Over \$1 million to \$2 million		1	8	38	
Over \$2 million to \$5 million		0	4	22	
Over \$5 million to \$10 million		0	1	10	
Over \$10 million		0	0	9	

 ${\bf 32.}\ In\ which\ of\ the\ following\ ranges\ does\ your\ total\ annual\ household\ income\ fall,\ before\ taxes?$ 

Business Size (by number of employees, including owner)

		1 0	O	
TOTAL (%)	1	2-9	10+	
Less than \$25,0004	6	5	1	
\$25,000-\$34,9994	6	4	0	
\$35,000-\$49,9997	13	8	1	
\$50,000-\$74,99914	15	16	7	
\$75,000-\$99,99913	12	14	14	
\$100,000-\$149,99917	12	18	20	
\$150,000-\$249,99916	8	13	31	
\$250,000-\$499,9993	0	3	7	
\$500,000-\$999,9990	1	0	1	
Over \$1 milliono	0	0	1	
Decline to answer21	28	19	17	
AMONG THOSE WHO DO				
NOT DECLINEN= 396	93	208	95	
Less than \$25,0005	9	6	2	
\$25,000-\$34,9995	9	5	0	
\$35,000-\$49,9999	18	10	1	
\$50,000-\$74,99917	20	20	9	
\$75,000-\$99,99917	16	17	16	
\$100,000-\$149,99921	17	22	25	
\$150,000-\$249,99920	11	16	38	
\$250,000-\$499,9994	1	4	8	
\$500,000-\$999,9990	1	0	1	
Over \$1 million0	О	0	2	

33. And just to make sure we have a representative sample, could you please identify which of the following descriptions best fit your company? Please check all that apply:

Minority-Owned Business	.12	17	10	12
Woman-Owned Business	34	38	36	25
Veteran-Owned Business	.15	23	13	12
None of the Above	49	40	50	59

34. What is the zip code of your business? \_\_\_\_\_

### Region

New England5	6	5	4
Middle Atlantic15	16	14	13
East North Central14	8	14	21
West North Central 7	6	8	5
South Atlantic20	21	19	22
East South Central5	7	5	3
West South Central 10	9	10	11
Mountain8	14	7	3
Pacific16	12	18	17

## **About the Organizations**

#### **American Sustainable Business Council**

The American Sustainable Business Council is a network of business organizations representing over 100,000 companies and 200,000 business leaders. ASBC advocates for public policies that meet the realities of the 21st century global economy including strategic investments in workforce and infrastructure; standards and safeguards that promote innovation, prevent abuse and protect critical resources; and a new sustainable economic model that fosters a growing, economically-secure middle class.

www.asbcouncil.org

#### **Main Street Alliance**

The Main Street Alliance is a national network of small business coalitions. MSA creates opportunities for small business owners to speak for themselves to advance public policies that benefit business owners, their employees, and the communities they serve. Making health reform work for small businesses is a top priority of the MSA network and its state coalitions. www.mainstreetalliance.org

### **Small Business Majority**

Small Business Majority is a national nonpartisan small business advocacy organization, founded and run by small business owners, and focused on solving the biggest problems facing America's 28 million small businesses. We conduct extensive opinion and economic research and work with small business owners, policy experts and elected officials nationwide to bring small business voices to the public policy table.

www.smallbusinessmajority.org