

**THE WORLD BANK**  
Enterprise Survey  
*Manufacturing Module (2011)*

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Manufacturing	1

**A.3x1 Name of district**

**a3x1**

**A.1 Country**

**Sri Lanka a1**

**A.3x Name of city**

**a3x**

<b>A.1a Language</b>	<b>Language</b>
	<b>a1a</b>
English	1
Sinhala	2
Tamil	3

**A.3b Is this city the official capital city? a3b**

Yes	1
No	2

<b>A.2</b>	<b>Sampling Region</b>
	<b>a2</b>
Western	1
Central	2
Southern	3
Northern	4
Eastern	5
North-Western	6
North-Central	7
Uva	8
Sabaragamuwa	9

**A.3c Is this city the main business city? a3c**

Yes	1
No	2

**A.3 Size of locality a3**

City with population over 1 million	2
Over 250,000 to 1 million	3
50,000 to 250,000	4
Less than 50,000	5

<b>A.3a</b>	<b>Screener Region</b>
	<b>(coded ex post)</b>
	<b>a3a</b>
Western	1
Central	2
Southern	3
Northern	4
Eastern	5
North-Western	6
North-Central	7
Uva	8
Sabaragamuwa	9

**A.4 Industry**

		Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
<b>Manufacturing :Section D</b>	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Medical and optical precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
	Recycling	37	37
<b>Retail</b>	Retail	52	52
<b>Other Services</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Sales, repairs, and Service of motor vehicles	50	50
	Construction Section F:	45	45
Transport Section I: (60-64)	60	60	

**A.5 Sector match between screener information and sample frame** **a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities that match sample frame	2
No, does not match	3

**A.6 Size**

	Sampling size <b>a6a</b>	Screener Size <b>a6b</b>
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

**A.7 Establishment is part of a larger firm** **a7**

Yes	1
No, a firm on its own	2

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
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**A.8 Type of establishment** **a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.9 Are establishment's financial statements prepared separately from HQ's statements?** **a9**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?** **a10**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11 If this is the HQ, are financial statements independent from the rest of establishments?** **a11**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.12 Interviewer code** **a12**

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**A.13 Supervisor code** **a13**

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**A.14 Time face-to-face interview begins:**

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey, is to gather information and opinions about the business environment in Sri Lanka. The information gathered here will help the World Bank to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**  
 The first few questions (B.1-B.4) apply to the firm which your establishment is part of.

**B.1** What is this firm's current legal status? **SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately (public or private)	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) <u>  b1x  </u></b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**SKIP TO B.2**

**b1**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.**

**B.3** What percentage of this firm does the largest owner or owners own?

	<b>Percent</b>
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**B.2** | What percentage of this firm is owned by each of the following parties?: **SHOW CARD 2**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Private domestic individuals, companies or organizations	<b>b2a</b> %	<b>-9</b>
Private foreign individuals, companies or organizations	<b>b2b</b> %	<b>-9</b>
Government	<b>b2c</b> %	<b>-9</b>
Others	<b>b2d</b> %	<b>-9</b>
	<b>100%</b>	

**IF 100% END INTERVIEW**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)**

**B.4** | Amongst the owners of the firm, are there any females?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b4**

**READ ONLY IF A7=1 (yes)**

**I want to proceed by asking you about this establishment only.**

**SARB.8a** | Is this establishment located in an export processing zone or other industrial park?

Export Processing Zone	1
Industrial Park	2
None of the above	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARb8a**

**B.5** | In what year did this establishment begin operations?

	<b>Year</b>
Year establishment began operations	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: include respondent when applicable**)

	<b>Number</b>
Full-time employees at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.6a** Was this establishment formally registered when it began operations?

Yes	1	<b>b6a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**B.6b** In what year was this establishment formally registered?

	<b>Year</b>
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

**B.7** How many years of experience working in this sector does the Top Manager have?

	<b>Years</b>
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARC.3** What position did the Top Manager of this establishment hold prior to this position?  
**SHOW CARD 3**

Employed in the same position in another establishment	1
Employed in a different position, either in the same or in another establishment	2
Self-employed in a different sector	3
Self employed in the same sector	4
Unemployed	5
Other (for example housewife, student, etc.)	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARc3**

**B.7a** Is the Top Manager female?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7a**

**B.8** Does this establishment have an internationally-recognized quality certification/s?  
**(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000 or 14000, or HACCP)**

Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b8**

**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**  
 Now, we turn to the establishment's operations

**C.3** Over the last two years, did this establishment submit an application to obtain an electrical connection?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.1**  
**GO TO QUESTION C.1**

**c3**

**C.4** In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	<b>Days</b>
Wait for electrical connection	<b>c4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION REJECTED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.5** In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**c5**

**C.1** What month does this establishment close its fiscal year?

	Month
End of fiscal year	<b>C1</b>
<b>NOT APPLICABLE</b>	<b>-7</b>

**C.6** Over fiscal year 2010/11, did this establishment experience power outages?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.10**  
**GO TO QUESTION C.10**

**c6**

**C.7** In a typical month, over fiscal year 2010/11, how many power outages did this establishment experience?

	Number
Average number of power outages per month	<b>c7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.10**  
**GO TO QUESTION C.10**

**C.8** How long did these power outages last on average?

	Hours
Average duration of power outages	<b>c8</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	SLRs
Annual losses due to power outages	<b>c9b</b>
NONE	<b>0</b>
DON'T KNOW (SPONTANEOUS)	<b>-9</b>

**C.10** Over the course of fiscal year 2010/11, did this establishment own or share a generator?

Yes	1	<i>GO TO QUESTION C.12</i> <i>GO TO QUESTION C.12</i>
No	2	
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	

**c10**

**C.11** In fiscal year 2010/11, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	<b>c11 %</b>
DON'T KNOW (SPONTANEOUS)	<b>-9</b>

**C.12** Over the last two years, did this establishment submit an application to obtain a water connection?

Yes	1	<i>GO TO QUESTION C.15</i> <i>GO TO QUESTION C.15</i>
No	2	
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	

**c12**

**C.13** In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	<b>c13</b>
LESS THAN ONE DAY	<b>1</b>
STILL IN PROCESS	<b>-6</b>
APPLICATION DENIED	<b>-5</b>
DON'T KNOW (SPONTANEOUS)	<b>-9</b>

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

Yes	1	<b>c14</b>
No	2	
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	
REFUSE (SPONTANENOUS)	<b>-8</b>	



**C.15** Over fiscal year 2010/11, did this establishment experience insufficient water supply for production?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION C.22a*

*GO TO QUESTION C.22a*

**c15**

**C.16** In a typical month, over fiscal year 2010/11, how many incidents of insufficient water supply did this establishment experience?

	<b>Number</b>
Average number of incidents of water insufficiency per month	<b>c16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION C.22a*

*GO TO QUESTION C.22a*

**C.17** How long did these incidents of insufficient water supply last on average?

	<b>Hours</b>
Average duration of insufficient water supply	<b>c17</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

**C.22b** At the present time, does this establishment have its own website?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

**C.28** Does this establishment currently use cell phones for the operations of the establishment?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c28**

**C.30** Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? **SHOW CARD 4**

Using the response options on the card; To what degree is **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 4**

						<b>(SPONTANEOUS)</b>						
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Electricity	<b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>				
Telecommunications	<b>c30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>				

**D. SALES AND SUPPLIES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**The next topic to be covered is how and where this establishment makes its sales.**

**D.1a1** In fiscal year 2010/11, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?

**Description**

	<b>d1a1x</b>
<b>Interviewer description</b>	

**D.1a2** PLEASE CHOOSE THE 4-DIGIT CODE THAT BEST APPLIES TO THE MAIN PRODUCT OR SERVICE OF THIS ESTABLISHMENT

	Code
CODE OF MAIN PRODUCT	<b>d1a2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.1a3** What percentage of total annual sales does the main product or service represent?

	Percent
Percentage of sales represented by main product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PLEASE NOTE WE NEED THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In fiscal year 2010/11, what were this establishment's total annual sales for **ALL** products and services?

	<b>SLRs</b>
Last complete fiscal year's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>d2x</b>

**N.3** In fiscal year **2007/2008**, three fiscal years ago, what were total annual sales for this establishment?

	<b>SLRs</b>
Total annual sales three years ago	<b>n3</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.3** In fiscal year 2010/11, what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)**  
**SHOW CARD 5**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>	
Domestic sales	<b>d3a</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	<b>d3c</b> %	<b>-9</b>	<i>IF 0, GO TO QUESTION D.8</i>
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)**

**D.3b** Does this establishment use a customs clearance agent or service?

	<b>Yes</b>	<b>No</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Use a customs clearance agent or service	<b>1</b>	<b>2</b>	<b>-9</b>
			<b>d3ba</b>

**D.4** In fiscal year 2010/11, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	<b>Days</b>
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.6** In fiscal year 2010/11, what percentage of the value of the products exported directly was lost while in transit because of theft?

	<b>Percent</b>
Losses due to theft as percentage of the value of the products	<b>d6 %</b>
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.7** In fiscal year 2010/11, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of the export value of the products	<b>d7 %</b>
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.8** In which year did this establishment first export directly or indirectly?

	<b>Year</b>
Began exporting directly or indirectly	<b>d8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARC.1** In fiscal year 2010/11 the fiscal year, what percent of this establishment's annual export revenue were from:  
**Interviewer: SHOW CARD 6**

	<i>Percent of total revenue</i>
India	<b>SARc1a</b>
China	<b>SARc1b</b>
Developed countries	<b>SARc1c</b>
Other countries	<b>SARc1d</b>
<b>Interviewer: CHECK THAT THE TOTAL IS 100%</b>	<b>100%</b>

**D.10** In fiscal year 2010/11, what percentage of the value of products this establishment shipped, to supply domestic markets was lost while in transit because of theft?

	<b>Percent</b>
Losses due to theft as percentage of the value of the products	<b>d10</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE</b>	<b>-7</b>

**D.11** In fiscal year 2010/11, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of the value of the products	<b>d11</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE</b>	<b>-7</b>

**SARD.7a** In fiscal year 2010/11, did this establishment benefit from any of the following import, export, or investment incentive schemes?

**INTERVIEWER: READ EACH OPTION ALOUD**

		<i>Yes</i>	<i>No</i>	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>NOT APPLICABLE (SPONTANEOUS)</b>
Suspension or exemption from duties on imported goods	<b>SARd7a1</b>	1	2	<b>-9</b>	<b>-7</b>
Profit tax exemption	<b>SARd7a2</b>	1	2	<b>-9</b>	<b>-7</b>
VAT reimbursement	<b>SARd7a3</b>	1	2	<b>-9</b>	<b>-7</b>
Export financing scheme such as an export credit guarantee	<b>SARd7a4</b>	1	2	<b>-9</b>	<b>-7</b>
Others (specify)	<b>SARd7a5</b>	1	2	<b>-9</b>	<b>-7</b>

**D.12** In fiscal year 2010/11, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 7**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Material inputs or supplies of domestic origin	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION D.16**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
(UNLESS RESPONDENT DOES NOT KNOW)**

**D.13** Were any of the material inputs or supplies purchased in fiscal year 2010/11, imported directly?

Yes	1	<i>GO TO QUESTION D.16</i> <i>GO TO QUESTION D.16</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**d13**

**D.14** In fiscal year 2010/11, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	<b>Days</b>
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.16** At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?  
**(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)**

	<b>Days</b>
Days of inventory of most important input	<b>d16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.30** Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 8**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 8**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport	<b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations	<b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>SARC.2</b>	In fiscal year 2010/11, were any of the following obstacles to the current operations of this establishment? <b>SHOW CARD 9</b>
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<b>INTERVIEWER: READ EACH OPTION ALOUD</b>	<i>Yes</i> <b>1</b>	<i>No</i> <b>2</b>	<b>DON'T KNOW (SPONTANEOUS)</b> <b>-9</b>	<b>DOES NOT APPLY (SPONTANEOUS)</b> <b>-7</b>
Access to inputs and supplies <b>SARc2a</b>	1	2	-9	-7
Availability of qualified staff <b>SARc2b</b>	1	2	-9	-7
Access to production technology <b>SARc2c</b>	1	2	-9	-7
Access to information about sales markets <b>SARc2e</b>	1	2	-9	-7
Access to distribution networks <b>SARc2f</b>	1	2	-9	-7
Lack of an ISO certification <b>SARc2g</b>	1	2	-9	-7
Lack of a Tracability certification <b>SARc2h</b>	1	2	-9	-7
Compliance with international labor regulations <b>SARc2i</b>	1	2	-9	-7
Lack of an Internationally Recognized environmental certification <b>SARc2j</b>	1	2	-9	-7

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year 2010/11, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 10**

Local – main product sold mostly in same province where establishment is located	1	<b>GO TO QUESTION E.6</b> <b>GO TO QUESTION E.6</b>
National – main product sold mostly across the country where establishment is located	2	
International	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**e1**

**E.2** In fiscal year 2010/11, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	<b>e2b</b>
<b>TOO MANY TO COUNT</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

**SARD.24** In fiscal year 2010/11, for the main market in which this establishment sold its main product, what was the most important factor listed below that determined this establishment’s competitiveness?

**INTERVIEWER: READ EACH OPTION ALOUD**

Price	1
Quality	2
Long-term relationship with customers	3
Other (specify ___ <b>SARd24x</b> ___)	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARd24**

**SARE.2a** In Fiscal year 2010/11, how many NEW competitors entered the main market of this establishment’s main product or product line?

None	1
One	2
2-5	3
More than 5	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARe2a**

**SARD.22 a** Who sets the price of this establishment’s main product? **READ OUT**

The government	1
Associations or company group	2
This establishment	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION SARD.16**  
**GO TO QUESTION SARD.16**

**SARd22a**

**SARD.22b** How is the price of this establishment’s main product set? **READ OUT**

Prices are set according to costs and profit margin	1
Prices are set according to the price of competitor(s) or markets	2
Other (specify ___ <b>SARd22x</b> ___)	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARd22b**



**SARD.16** In fiscal year 2010/11 for the main input that this establishment purchases, how many suppliers did this establishment use (both domestic and foreign)? **READ OUT**

	Number of suppliers used					
	None	One	2-5	More than 5	DON'T KNOW (SPONTANEOUS)	
Main input	1	2	3	4	-9	<b>SARd16a</b>

**SARD.17a** In fiscal year 2010/11 for the main input that this establishment purchases, how many alternative suppliers could this establishment have purchased from? **READ OUT**

	Number of potential suppliers					
	None	One	2-5	More than 5	DON'T KNOW (SPONTANEOUS)	
Main input	1	2	3	4	-9	<b>SARd17a</b>

**SARD.17b** In fiscal year 2010/11 for the main domestic inputs that this establishment purchases, which district were these inputs purchased from?

	District	
District in Sri Lanka		<b>SARd17bx</b>

**SARD.18** In fiscal year 2010/11 for the main product that this establishment sells, how many customers did this establishment have? **READ OUT**

	Number of customers					
	None	One	2-5	More than 5	DON'T KNOW (SPONTANEOUS)	
Main Product	1	2	3	4	-9	<b>SARd18a</b>

**SARD.64** Please rate the importance of the following potential sources of information in identifying market trends critical to this establishment?  
**SHOW CARD 11**

	<i>Not important</i>	<i>Somewhat important</i>	<i>Important</i>	<i>Extremely important</i>	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Suppliers of equipment, materials, components or software <b>SARd64a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Clients or customers <b>SARd64b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Competitors <b>SARd64c</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Family and friends <b>SARd64d</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Consultants, professional, or Industry associations <b>SARd64e</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Government and government officials <b>SARd64f</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

**E.11** Does this establishment compete against unregistered or informal firms?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

**E.30** Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 12**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**H. INNOVATION**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

And now we switch to a new topic. In this section “new” means new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

**H.1** In the last three years, has this establishment introduced new products or services? **SHOW CARD 13**

**INTERVIEWER: INSTRUCT RESPONDENT THAT THE SHOW CARD CONTAINS EXAMPLES**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION H.3*  
*GO TO QUESTION H.3*

**h1**

**H.2** Was the new product or service also new for the establishment’s main market?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2**

**H.3** In the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? **SHOW CARD 14**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h3**

**H.4** During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? **SHOW CARD 15**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4**

**H.5** During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? **SHOW CARD 16**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

**H.6** During the last three years, has this establishment introduced new or significantly improved marketing methods? **SHOW CARD 17**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? **SHOW CARD 18**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

**F. CAPACITY**

**F.1** In fiscal year 2010/11, what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?

	<b>Percent</b>
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**F.2** In fiscal year 2010/11, how many hours per week did this establishment normally operate?  
**(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)**

	<b>Hours</b>
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G. LAND AND PERMITS**

**G.1** Of the land occupied by this establishment, what percent is: **SHOW CARD 19**

	<b>Percent</b>	<b>DON'T KNOW(SPONTANEOUS)</b>
Owned by this establishment	<b>g1a</b> %	<b>-9</b>
Rented or leased by this establishment	<b>g1b</b> %	<b>-9</b>
Other	<b>g1c</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
 UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7**

**G.2** Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1	
No	2	<i>GO TO QUESTION G.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION G.30</i>
		<b>g2</b>

**G.3** In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	<b>Days</b>
Wait for a construction-related permit	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G.4** In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	
		<b>g4</b>

**G.30** Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 20**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

**I. CRIME**

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:  
We now turn to another topic.

**I.1** In fiscal year 2010/11, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	
No	2	GO TO QUESTION I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION I.3

i1

**I.2** In fiscal year 2010/11, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	SLRs
Total annual cost of security	i2b
DON'T KNOW (SPONTANEOUS)	-9

**I.3** In fiscal year 2010/11, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	
No	2	GO TO QUESTION I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION I.30

i3

**I.4** In fiscal year 2010/11, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment’s premises either as a percentage of total annual sales or as total annual losses?

	<b>Percent</b>
Losses as percentage of total annual sales	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	<b>SLRs</b>
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.30** Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 21**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**K. FINANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**I would like to ask you a few questions about how you finance the operations of this establishment.**

**K.1** In fiscal year 2010/11, what percentage, as a proportion of the value of total annual purchases of material inputs or services were purchased on credit?

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Purchased on credit?	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year 2010/11, what percentage of this establishment’s total annual sales of its goods or services were sold on credit?

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Sold on credit?	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year 2010/11, please estimate the proportion of this establishment’s working capital that was financed from each of the following sources?  
  
**INTERVIEWER: SHOW CARD 22**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from banks( private and state-owned)	<b>k3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
(UNLESS RESPONDENT DOES NOT KNOW)**

**K.4** In fiscal year 2010/11, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.6</b>
		<b>GO TO QUESTION K.6</b>
		<b>k4</b>

**N.5** In fiscal year 2010/11, how much did this establishment spend on purchases of:

	<b>SLRs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year 2010/11, please estimate the proportion of this establishment’s total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 23**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners’ contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other, money lenders, friends, relatives, bonds, etc	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
(UNLESS RESPONDENT DOES NOT KNOW)**



**K.6** Now let's talk about the establishment's current situation. At this time, does this establishment have a current or savings account?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6**

**K.7** At this time, does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7**

**K.8** At this time, does this establishment have a line of credit or a loan from a financial institution?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION K.15d*  
*GO TO QUESTION K.15d*

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 24**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Others	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k9**

**K.10** Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

	<b>Year</b>
Year most recent loan or line of credit approved	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**K.11** Referring only to this most recent loan or line of credit, what was its value at the time of approval?

	<b>SLRs</b>
Size of most recent loan or line of credit approved	<b>k11</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.13** Referring only to this most recent loan or line of credit, did the financing require collateral?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION K.15b*  
*GO TO QUESTION K.15b*

**k13**

**K.14** Referring only to this most recent loan or line of credit, what type of collateral was required?  
**INTERVIEWER: READ OUT**

Collateral	Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment <span style="float: right; color: red;"><b>k14a</b></span>	1	2	-9
Machinery and equipment including movables <span style="float: right; color: red;"><b>k14b</b></span>	1	2	-9
Accounts receivable and inventories <span style="float: right; color: red;"><b>k14c</b></span>	1	2	-9
Personal assets of owner (house, etc.) <span style="float: right; color: red;"><b>k14d</b></span>	1	2	-9
Other forms of collateral not included in the categories above <span style="float: right; color: red;"><b>k14e</b></span>	1	2	-9

**K.15** Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	SLRs
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15b** What is the total number of outstanding loans or lines of credit held by this establishment?

	Number
Total number of loans outstanding	<b>k15b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15c** What is the total value of outstanding loans or lines of credit held by this establishment?

	SLRs
Total value of loans outstanding	<b>k15c</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15d** At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15d**

**K.16** Referring again to the last fiscal year 2010/11, did this establishment apply for any loans or lines of credit?

Yes	1	<i>GO TO QUESTION K.20</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 25**

No need for a loan - establishment had sufficient capital	1	<i>GO TO QUESTION K.21</i>
Application procedures were complex	2	<i>GO TO QUESTION K.21</i>
Interest rates were not favorable	3	<i>GO TO QUESTION K.21</i>
Collateral requirements were too high	4	<i>GO TO QUESTION K.21</i>
Size of loan and maturity were insufficient	5	<i>GO TO QUESTION K.21</i>
Did not think it would be approved	6	<i>GO TO QUESTION K.21</i>
Others	7	<i>GO TO QUESTION K.21</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>

**k17**

**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1	
Application was rejected	2	
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k20a**

**K.21** In fiscal year 2010/11, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k21**

**K.30** Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 26**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
							<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**J. BUSINESS-GOVERNMENT RELATIONS**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

**J.1** I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 27**

					(SPONTANEOUS)					
					Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." <b>h7a</b>					1	2	3	4	-9	-7

**J.2** In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
 [By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	Percent
Senior management's time spent on dealing with regulations	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.2a** Does this establishment expect to benefit from the recent tax reform implemented in January 2011?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j2a**

**J.3** Over the last year, was this establishment visited or inspected by tax officials?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.6a**  
**GO TO QUESTION J.6a**

**j3**

**J.4** Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

	<b>Number of times</b>
Number of times inspected or met with tax officials	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**j5**

**J.6a** Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION J.7</b>
		<b>GO TO QUESTION J.7</b>

**j6a**

**J.6** When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	<b>Percent</b>
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

**J.7** It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	<b>Percent</b>
Percentage of total annual sales paid as informal payment	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	SLRs
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**J.10** Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1	
No	2	<i>GO TO QUESTION J.13</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.13</i>

**j10**

**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	<b>j11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.12** In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**j12**

**J.13** Over the last two years, did this establishment submit an application to obtain an operating license?

Yes	1	
No	2	<i>GO TO QUESTION J.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.30</i>

**j13**

**J.14**      Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	<b>Days</b>
Wait for operating license	<b>j14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.15**      In reference to that application for an operating license, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**J.30**      Using the response options on the card; To what degree is/are [Tax rates, Tax administration, Business licensing and permits, political stability, corruption, courts] an obstacle to the current operations of this establishment?  
**SHOW CARD 28**

<b>ROTATE OPTIONS</b>		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
							<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**L. LABOR**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now I would like to ask you a few questions about this establishment's labor force.**

**L.1** At the end of fiscal year 2010/11, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers  
 (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift)  
**(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Three fiscal years ago, at the end of fiscal year **2007/2008**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers  
**(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three fiscal years ago	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARD.30** In fiscal year 2010/11, how many permanent, full-time workers did this establishment hire?

	Number
Permanent, full-time workers hired	<b>SARd30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARD.31** In fiscal year 2010/11, how many permanent, full-time workers were terminated or left this establishment, regardless of the reason?

	Number
Permanent, full-time workers that left	<b>SARd31</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



**L.3** At the end of fiscal year 2010/11, how many permanent, full-time individuals in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>13a</b>	-9
Non-production workers [e.g., managers, administration, sales]	<b>13b</b>	-9

**L.4** At the end of fiscal year 2010/11, how many permanent, full-time individuals working in this establishment were from the production sector: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Skilled production workers	<b>14a</b>	-9
Unskilled production workers	<b>14b</b>	-9

**L.5** At the end of fiscal year 2010/11, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time production workers	<b>15a</b>	-9
Female permanent full-time non-production workers	<b>15b</b>	-9

**SARC.5** In your experience of hiring **managerial employees**, are any of the following constraints to hiring women?

<b>INTERVIEWER: READ EACH OPTION ALOUD</b>	Yes	No	DON'T KNOW (SPONTANEOUS)
Limited availability of women with management experience <b>SARc5a</b>	1	2	-9
Challenges of working with women due to their family constraints and commitments <b>SARc5b</b>	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave, etc <b>SARc5c</b>	1	2	-9
Clients would be unwilling or uncomfortable doing business with women <b>SARc5d</b>	1	2	-9
Hiring women could cause disruption in the working environment <b>SARc5e</b>	1	2	-9

**SARC.6** In your experience of hiring **non-managerial employees**, are any of the following constraints to hiring women?

**INTERVIEWER: READ EACH OPTION ALOUD**

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Challenges of working with women due to their family commitments <b>SARc6b</b>	1	2	<b>-9</b>
Challenges of hiring women given government regulations such as working hours and maternity leave <b>SARc6c</b>	1	2	<b>-9</b>
Hiring women could cause disruption in the working environment <b>SARc6e</b>	1	2	<b>-9</b>

**L.6** How many full-time seasonal or temporary employees did this establishment employ throughout fiscal year **2010/11**?  
(Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

	<b>Number</b>
Full-time seasonal or temporary workers employed last fiscal year	<b>16</b> <i>IF 0, GO TO QUESTION L.9b</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.6a** How many full-time seasonal or temporary employees employed throughout fiscal year **2010/11** were female?

	<b>Number</b>
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.8** What was the average length of employment of all full-time seasonal or temporary employees in fiscal year 2010/11?

	<b>Months</b>
Average length of full-time seasonal or temporary employment	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9a** What is the average number of years of (formal) education of a typical permanent full-time production worker employed in this establishment?

	<b>Number</b>
Average number of years of education of typical production worker	<b>19a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9a2** | What is the average number of years of (formal) education of a typical female permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical female production worker	<b>19a2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9b** | What is the percentage of full-time permanent workers who completed secondary school?

	Percent
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARL.10a** | Does this establishment currently have any unfilled vacancies?

Yes	1	
No	2	<b>GO TO QUESTION SARD.32</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION SARD.32</b>
<b>SARL10a</b>		

**SARL.10b** | How many unfilled vacancies does this establishment currently have?

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Establishment current unfilled vacancies		<b>-9</b>
<b>SARL10b</b>		

**SARL.10c** | Have any of these unfilled vacancies being vacant for more than four months?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>SARL10c</b>		

**SARD.32** | What skills are most required for a permanent full-time worker? **READ OUT**

English language	1	
Leadership, teamwork, work ethic	2	
Computer skills	3	
Others	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>SARd32</b>		

**L.10** Over fiscal year 2010/11, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION SARL12**  
**GO TO QUESTION SARL12**

**110**

**L.11** Referring to the training programs run over fiscal year 2010/11, what percentage of permanent, full-time employees of the following categories received training?

	<b>Percent</b>	<b>IF NO EMPLOYEES IN A CATEGORY WERE TRAINED</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Production full-time permanent employees trained	<b>I11a</b> %	<b>0</b>	<b>-9</b>
Non-production full-time permanent employees trained	<b>I11b</b> %	<b>0</b>	<b>-9</b>

**SARL.12** Which of the following human resource policies does this establishment implement?

		<b>Yes</b>	<b>No</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Reward for non-managerial staff based on performance.	<b>SAR112a</b>	1	2	<b>-9</b>
Reward for managerial staff based on performance.	<b>SAR112b</b>	1	2	<b>-9</b>
Staff are rotated	<b>SAR112c</b>	1	2	<b>-9</b>
Feedback talks with staff are held on a regular basis.	<b>SAR112d</b>	1	2	<b>-9</b>

**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 29**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 29**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b> <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations	<b>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce	<b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**M.1** By looking at card option 1,2,3 can you tell me which of the elements of the business environment included in the list, If any, currently represents the biggest obstacle faced by this establishment  
**SHOW CARD 30 DO NOT READ OUT**

<b>1-Access to finance</b>
<b>2-Access to land</b>
<b>3-Business licensing and permits</b>
<b>4-Corruption</b>
<b>5-Courts</b>
<b>6-Crime, theft and disorder</b>
<b>7-Customs and trade regulations</b>
<b>8-Electricity</b>
<b>9-Inadequately educated workforce</b>
<b>10-Labor regulations</b>
<b>11-Political instability</b>
<b>12-Practices of competitors in the informal sector</b>
<b>13-Tax administration</b>
<b>14-Tax rates</b>
<b>15-Transport</b>

Biggest obstacle	<b>m1a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

Rotation (option 1, 2 or 3)	<b>m1d</b>
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**N. PERFORMANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

**N.2** For fiscal year 2010/11, please provide the following information about this establishment by referring directly to your income statement: **SHOW CARD 31**

**READ OUT**

	SLRs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>	<b>-9</b>
Total annual costs of fuel	<b>n2f</b>	<b>-9</b>
Total annual costs of electricity	<b>n2b</b>	<b>-9</b>
Other cost of production not included above	<b>n2j</b>	<b>-9</b>

**N.6** Referring directly to your balance sheet, at the end of fiscal year 2010/11, what was the net book value, that is the value of assets after depreciation, of the following:

	<b>SLRs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment	<b>n6a</b>	<b>-9</b>
Land and buildings	<b>n6b</b>	<b>-9</b>

**N.7** Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

	<b>SLRs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>
Land and buildings	<b>n7b</b>	<b>-9</b>

**A.15a Please complete the following information about the interviewee(s)**

	<b>Position in the firm</b>	<b>Years with the firm</b>	<b>Gender (Male =1, Female =2)</b>
<b>Main respondent</b>	<b>a15a1ax</b>	<b>a15a2a</b>	<b>1 2 2a15a3</b>
<b>Second respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>1 2 2a15b3</b>
<b>Third respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>1 2 2a15c3</b>

**THE SURVEY ENDS HERE**

**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**A.15 Time face-to-face interview ends:**

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a15d</b>	<b>a15m</b>	<b>a15y</b>	<b>a15h</b>	<b>a15min</b>

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

**A.17** The responses to the questions regarding figures (productivity and employment numbers):

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

**a17**

**INTERVIEWER COMMENTS:**

<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

<b>a18</b>
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<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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<b>Hour</b>	<b>Minutes</b>

**a19h**

**a19m**