

THE WORLD BANK
Enterprise Survey
Services Module (2011)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

A.3x1 Name of district

a3x1

A.1 Country

a1

A.3x Name of city

a3x

A.1a Language	Language a1a
English	1
Sinhala	2
Tamil	3

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

Yes	1
No	2

A.2

	Sampling Region a2
Western	1
Central	2
Southern	3
Northern	4
Eastern	5
North-West	6
North-Central	7
Uva	8
Sabaragamuwa	9

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

Yes	1
No	2

A.3a

	Screener Region (coded ex post) a3a
Western	1
Central	2
Southern	3
Northern	4
Eastern	5
North-West	6
North-Central	7
Uva	8
Sabaragamuwa	9

A.3 Size of locality **a3**

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

A.4 Industry

		Sampling sector a4a	Screening sector a4b
Manufacturing :Section D	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	
Retail	Retail	52	52
Other Services	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 which match sample frame	2
No, does not match	3

A.6 Size

	Sampling size a6a	Screening Size a6b
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	a7a
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A.8 Type of establishment **a8**

HQ without production, service and/or sales in this location	1
HQ with production, service 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
DOES NOT APPLY	-7

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

Yes	1
No	2
DOES NOT APPLY	-7

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

Yes	1
No	2
DOES NOT APPLY	-7

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

a11

Yes	1
No	2
DOES NOT APPLY	-7

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:

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

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
OTHER (SPONTANEOUS-SPECIFY) __ b1x __	6
DON'T KNOW (SPONTANEOUS)	-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?

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

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

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

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
DON'T KNOW (SPONTANEOUS)	-9

b4

READ ONLY IF A7=1 (yes)

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

SARB.8 a 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
DON'T KNOW (SPONTANEOUS)	-9

SARB8a

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

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

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**)

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

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

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

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
DON'T KNOW (SPONTANEOUS)	-9

SARc3

B.7a Is the Top Manager female?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000, or HACCP)

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

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
DON'T KNOW (SPONTANEOUS)	-9

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?

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE (SPONTANEOUS)	-8

c5

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

	Month
End of fiscal year	C1
NOT APPLICABLE	-7

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

Yes	1	<i>GO TO QUESTION C.10 GO TO QUESTION C.10</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	c7	<i>IF 0, GO TO QUESTION C.10 GO TO QUESTION C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	

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

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

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	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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)	-9	

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	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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.22a</i> <i>GO TO QUESTION C.22a</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

Yes	1	c22a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.30
GO TO QUESTION C.30

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**

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

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 or service, that is, the product that represented the largest proportion of annual sales

Description	d1a1x
	Interviewer Description

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	d1a2
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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

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

D.3 In fiscal year 2010/11, what percentage of this establishment's sales were: **SHOW CARD 5**

	Percent	DON'T KNOW (SPONTANEOUS)
Domestic sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

If 100%, go to Question D.10

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

D.3b	Does this establishment use a customs clearance agent or service?
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	Yes	No	DON'T KNOW (SPONTANEOUS)
Use a customs clearance agent or service	1	2	-9
			d3ba

SARC.1	In the fiscal year, what percent of this establishment's annual export revenue were from: Interviewer: SHOW CARD 6
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	<i>Percent of total revenue</i>
India	SARc1a
China	SARc1b
Developed countries	SARc1c
Other countries	SARc1d
Interviewer: CHECK THAT THE TOTAL IS 100%	100%

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

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

SARD.7a	In fiscal year 2010/11, did this establishment benefit from any of the following import, export, or investment incentive schemes?
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INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONTANEOUS)	NOT APPLICABLE (SPONTANEOUS)
Suspension or exemption from duties on imported goods SARd7a1	1	2	-9	-7
Profit tax exemption SARd7a2	1	2	-9	-7
VAT reimbursement SARd7a3	1	2	-9	-7

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS. OTHERWISE SKIP TO D.30

D.17 At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

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 7**

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 7**

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

SARC.2 In fiscal year 2010/11 are any of the following obstacles to the current operations of this establishment?
SHOW CARD 8

INTERVIEWER: READ EACH OPTION ALOUD		<i>Yes</i> 1	<i>No</i> 2	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Access to inputs and supplies	SARc2a	1	2	-9	-7
Availability of qualified staff	SARc2b	1	2	-9	-7
Access to production technology	SARc2c	1	2	-9	-7
Access to information about sales markets	SARc2e	1	2	-9	-7
Access to distribution networks	SARc2f	1	2	-9	-7
Lack of an ISO certification	SARc2g	1	2	-9	-7
Lack of a Tracability certification	SARc2h	1	2	-9	-7
Compliance with international Labor regulations	SARc2i	1	2	-9	-7
Lack of an Internationally Recognized environmental certification	SARc2j	1	2	-9	-7
Access to inputs and supplies	SARc2a	1	2	-9	-7

E. DEGREE OF COMPETITION

SARD.24 In fiscal year 2010/11, for the main market in which this establishment sold its main product or service, 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 ___ SARd24x ___)	4
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

SARe2a

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

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

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 __ SARd22x __)	3
DON'T KNOW (SPONTANEOUS)	-9

SARd22b

SARC.4 How important are each of the following market players in determining the price of this establishment's main product or product line?
SHOW CARD 9

INTERVIEWER: READ EACH OPTION ALOUD	<i>Not at all important</i> 1	<i>Somewhat important</i> 2	<i>Important</i> 3	<i>Extremely important</i> 4	DON'T KNOW (SPONTA NEOUS)	DOES NOT APPLY (SPONTA NEOUS)
Domestic competitors SARc4a	1	2	3	4	-9	-7
Foreign competitors SARc4b	1	2	3	4	-9	-7
Customers SARc4c	1	2	3	4	-9	-7

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	SARd16a

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	SARd17a

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

	District	
District in Sri Lanka		SARd17bx

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	SARd18a

SARD.64 Please rate the importance of the following potential sources of information in identifying market trends, critical to this establishment? **SHOW CARD 10**

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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 11**

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

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 12**

INTERVIEWER: INSTRUCT RESPONDENT THAT THE SHOW CARD CONTAINS EXAMPLES

Yes	1	<i>GO TO QUESTION H.3 GO TO QUESTION H.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h1

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

Yes	1	<i>GO TO QUESTION H.3 GO TO QUESTION H.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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 13**

Yes	1	<i>GO TO QUESTION H.3 GO TO QUESTION H.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h3

H.4 During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? **SHOW CARD 14**

Yes	1	<i>GO TO QUESTION H.3 GO TO QUESTION H.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h4

H.5 During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? **SHOW CARD 15**

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h5

H.6 During the last three years, has this establishment introduced new or significantly improved marketing methods? **SHOW CARD 16**

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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 17**

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

h8

G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 18**

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

**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	GO TO QUESTION G.5 GO TO QUESTION G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

g2

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?

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

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	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSE (SPONTANEOUS)	-8	

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS. OTHERWISE SKIP TO G.30

G.5 What is the total selling area of this establishment?

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) <u>g5bx</u>	4

g5b

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 19**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
100%		

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

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

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	GO TO QUESTION SARL.12 GO TO QUESTION SARL.12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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 20**

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

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?

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

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?

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

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

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

**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	GO TO QUESTION K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.6
		k4

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

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

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

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

**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	
DON'T KNOW (SPONTANEOUS)	-9	

k6

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	
DON'T KNOW (SPONTANEOUS)	-9	

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
Other	4
DON'T KNOW (SPONTANEOUS)	-9

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?

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

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?

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	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	k15 a
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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	
DON'T KNOW (SPONTANEOUS)	-9	

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	GO TO QUESTION K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21

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	GO TO QUESTION K.21
Application procedures were complex	2	GO TO QUESTION K.21
Interest rates were not favorable	3	GO TO QUESTION K.21
Collateral requirements were too high	4	GO TO QUESTION K.21
Size of loan and maturity were insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21

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
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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**

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

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."	h7a	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/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	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

j2a

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE (SPONTANEOUS)	-8

j5

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION J.7
GO TO QUESTION J.7

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?

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

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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

Yes	1	GO TO QUESTION J.13 GO TO QUESTION J.13
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE (SPONTANEOUS)	-8

j12

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION J.30
GO TO QUESTION J.30

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?

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE (SPONTANEOUS)	-8

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

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

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 individual 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	11
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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	SARd31
DON'T KNOW (SPONTANEOUS)	-9

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

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

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

INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONTANEOUS)
Limited availability of women with management experience SARc5a	1	2	-9
Challenges of working with women due to their family commitments SARc5b	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave, etc. _____ SARc5c	1	2	-9
Clients would be unwilling or uncomfortable doing business with women _____ SARc5d	1	2	-9
Hiring women could cause disruption in the working environment SARc5e	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	DON'T KNOW (SPONTANEOUS)
Challenges of working with women due to their family commitments SARc6b	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave _____ SARc6c	1	2	-9
Hiring women could cause disruption in the working environment SARc6e	1	2	-9

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)

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

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

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

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

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

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	19b
DON'T KNOW (SPONTANEOUS)	-9

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

English	1
Leadership,, teamwork, work ethic	2
Computer skills	3
Other	4
DON'T KNOW (SPONTANEOUS)	-9

SARD32

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

110

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

		Yes	No	DON'T KNOW (SPONTANEOUS)
Reward for non-managerial staff based on performance.	SARI12a	1	2	-9
Reward for managerial staff based on performance.	SARI12b	1	2	-9
Staff are rotated	SARI12c	1	2	-9
Feedback talks with staff are held on a regular basis.	SARI12d	1	2	-9

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	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Labor regulations	I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce	I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	By looking at card [1,2 or 3] can you tell me which of 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
------------	---

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

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

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 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 payments	n2a	-9
Total annual costs of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

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

	Position in the firm	Years with the firm	Gender 1=MALE, 2=FEMALE		
Main respondent	a15a1a	a15a2a	1	2	a15a3
Second respondent	a15a1b	a15a2b	1	2	a15b3
Third respondent	a15a1cx	a15a2c	1	2	a15c3

THE SURVEY ENDS HERE
THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

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

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:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 | This questionnaire was completed in:

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

a18

A.19 | If option 2 or 3 in **A.18**, estimate duration of the whole interview

Hour	Minutes

a19h

a19m