QUESTIONNAIRE NUMBER							
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BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY

The European Bank for Reconstruction and Development and the World Bank **Enterprise Survey**

Innovation Module - Manufacturing (2012)

A.0 Questionnaire	a0	Module
Manufacturing		1

A.23Mode of implementation

a23

Face-to-face interview, immediately after the main survey	1
Face-to-face interview, second visit	2
Phone interview	3
OTHER (SPECIFY)	4
REFUSAL (SPONTANEOUS)	-8

Other	
	a23x

A.14i Time Innovation Module interview begins:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14id	a14im	a14iy	a14ih	a14imin

INTERVIEWER INSTRUCTIONS

Below is the decision matrix for which parts of the Innovation Module need to be asked. This is based on the answers to questions in the main BEEPS survey.

	Question in main BEEPS	Yes	No	
Product innovation	H.1	1	2	Ask if H.1 in main BEEPS = yes; O.1a to O.6 (section OA)
Process innovation	Н.3	1	2	Ask if H.3 in main BEEPS = yes; O.7 to O.13 (section OB)
Organisational innovation	H.4	1	2	Ask if H.4 in main BEEPS = yes; O.14 (section OC)
Marketing innovation	H.5	1	2	Ask if H.5 in main BEEPS =yes; O.15 (section OD)
Research and development	H.6	1	2	Ask if H.6 in main BEEPS =yes; O.16 to O.19 (section OE)
Acquisition of external knowledge and use of computers				Ask all eligible establishments; O.20 to O.22b (section OF)
Protection of innovation				Ask all eligible establishments; O.23a to O.23d (section OG)
Management practices	L.1	(20 or employ		Ask if 20+ employees; questions R.1 to R.15 (section R)

OA. PI	RODUCT INNOVATION		
REPOR QUEST	EVIEWER: THIS SECTION SHOULD RITING A NEW OR SIGNIFICANTLY IN TION H.1 IN THE MAIN QUESTIONNAIRE. THE RESPONDENT DID NOT REPORT A SUCT OR SERVICE IN QUESTION H.1 IN ON PROCESS INNOVATION (QUESTION O	NEW OR SI THE MAIN	RODUCT OR SERVICE IN GNIFICANTLY IMPROVED
	[INTERVIEWER: PLEASE READ THE FOI BEFORE PROCE first interview, it was reported that your f red product in the past three years. I would no	EDING:] irm had intro	oduced a new or significantly
O.1a	How many new or significantly improved p market over the last three years?	roducts did thi	is establishment introduce in the
N	umber of new or significantly improved products		1
	ONE	0	GO TO QUESTION 0.7
	ON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION 0.7
			ECAo1a
O.1b	In fiscal year [insert last complete fiscal year significantly improved product, that is, the represented the largest proportion of annual products)?	new or sign	ificantly improved product that
	Description		
			ECAo1bx

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER				
Q0201101(1(1111212)1(01/12211				

At the time of its introduction, was this establishment's main new or significantly improved product new to...?

(INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)

(INTERVIEWER: A product was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only producer of such a product in the local market/[INSERT COUNTRY]/international market at the time of the introduction of the product.)

READ OUT	Yes	No	DON'T KNOW (SPONTANEOUS)	
In the establishment's local market – main product sold mostly in same municipality where establishment is located		2	-9	ECAo2a
In [INSERT COUNTRY] – main product sold mostly across the country where establishment is located	1	2	-9	ECAo2b
In the international market – main product sold mostly to nations outside country where establishment is located	1	2	-9	ECAo2c

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

SHOW CARD 101

(INTERVIEWER: CODE DOES NOT APPLY (-7) IF THE ESTABLISHMENT IS NEW AND/OR DOES NOT MAKE ANY OTHER PRODUCT)

			SPON	SPONTANEOUS		
READ OUT	Yes	No	DON'T KNOW	DOES NOT APPLY		
New product has added new functions to the existing product	1	2	-9	-7	ECAo3a	
New product uses new materials or components that enhance its performance compared to the existing product	1	2	-9	-7	ECAo3b	
New product uses new technology	1	2	-9	-7	ECAo3c	
New product looks different from the existing product	1	2	-9	-7	ECAo3d	
New product is completely new to the establishment	1	2	-9	-7	ECAo3e	
OTHER (SPECIFY)	1	2	-9	-7	ECAo3f	

TCA (
ECAo

	QUESTIONNAIRE NUMBER	(
0.4	In fiscal year [insert last complete fiscal year], what percentage of					
	annual sales was accounted for by products that were introduced or	r signi	ficantly	y impr	oved	
	over the last three years?					
		ercent	t			
	Percentage of annual sales accounted for by new or		%			
	significantly improved products					
	DON'T KNOW (SPONTANEOUS)	-9				
	ALL NEW OR SIGNIFICANTLY IMPROVED					
	PRODUCTS WERE INTRODUCED IN THE CURRENT FISCAL YEAR (SPONTANEOUS)	-6				
	FISCAL TEAR (SPONTANEOUS)			ECA	o 1	
			L	ECA	04	
0.5	Which of the following best describes the way in which the main	2 2011	or cian	ificent	1,,	
0.5	improved product was introduced?	i new (or sign	mcam	1 y	
	(INTERVIEWER: ONLY ONE ANSWER)					
	SHOW CARD 2					
Dev	eloped or adapted by this establishment, from its own ideas	1				
	nsed products or services from another firm	2				
	eloped in cooperation with domestic suppliers	3				
	eloped in cooperation with suppliers abroad	4				
	eloped in cooperation with domestic client firms	5				
	eloped in cooperation with client firms abroad	6				
	eloped in cooperation with external academic or research institutions	7				
	oduced the establishment's own version of a product or service already	0				
	olied (by another firm)	8				
Oth	er (SPECIFY - SPONTANEOUS)	9	ECA	o5x		
DO	N'T KNOW (SPONTANEOUS)	-9				
				ECA	o 5	
						_
				ECA	05x	
0.6	Did the establishment have to purchase or license any inventions		nt or kı	now-ho	ow in	
	order to start producing this new or significantly improved produ	ıct?				
	Yes 1					
	No 2					

-9

ECA₀6

DON'T KNOW (SPONTANEOUS)

	QUESTIONNA	IRE NU	MBE	R				
OB	. PROCESS INNOVATION					<u> </u>		
RE	TERVIEWER: THIS SECTION SHOULD BE ANS PORTING A NEW OR SIGNIFICANTLY IMPRO OCESS IN QUESTION H.3 IN THE MAIN QUEST	VED PRO	DUCT					
PR	IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).							
(INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:) In our first interview, it was reported that your firm had introduced a new or significantly improved production or delivery methods in the past three years. I would now like to ask some								
more questions related to that.								
0.7	Over the last three years, has this establishment	introduce	d new o	r significant	ly improved:			
	READ OUT	Yes	No	DON'T KNOW				
	Production methods	1	2	-9	ECAo7a	1		
	Logistics, delivery or distribution methods for this establishment's inputs and products	1	2	-9	ECAo7b			
	Ancillary support services, such as purchasing, accounting, computing and maintenance	1	2	-9	ECAo7c			
	TERVIEWER: IF THE ANSWER TO ALL THREE QUESTION 0.14.)	QUESTIC	ONS AB	OVE IS 2 (A	NO), THEN	GO		
0.8	Please give a short description of this establish production or delivery method. (INTERVIEWER: The most important production or delivery method innovation the production of the stablish production or delivery method innovation the stablish production or delivery method.	oduction	or del	ivery meth	od innovati	on is th		
	establishment.)							

ECA₀8x

QUESTIONNAIRE NUMBER								
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0.9	At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating:					
	(INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR O					
	THE TABLE)					
(INTERVIEWER: A production or delivery method was new to the establishmen market/[INSERT COUNTRY]/international market if the establishment was the						
using such production or delivery method in the local market/COUNTRY]/international market at the time of its introduction.)						

READ OUT	Yes	No	DON'T KNOW (SPONTANEOUS)
In the establishment's local market – main product sold mostly in same municipality where establishment is located	1	2	-9
In [INSERT COUNTRY] – main product sold mostly across the country where establishment is located	1	2	-9
In the international market – main product sold mostly to nations outside country where establishment is located	1	2	-9

0.10	Please compare this main new or significantly improved production or delivery method with the
	production or delivery method previously used by this establishment. Did it require significant
	changes in:

READ OUT	Yes	No	DON'T KNOW	
Techniques	1	2	-9	ECAo10a
Machinery and equipment	1	2	-9	ECAo10b
Software	1	2	-9	ECAo10c
Management	1	2	-9	ECAo10d

O.	Which of the following best describes the way in which main new or significantly improved production or de (INTERVIEWER: ONLY ONE ANSWER)				introduced the		
	SHOW CARD 103						
	SHOW CARD 103						
Г	Developed or adapted by this establishment, from its own ideas		1				
	Licensed technology or process from another firm		2				
	Developed in cooperation with domestic suppliers		3				
	Developed in cooperation with suppliers abroad		4				
	Developed in cooperation with domestic client firms		5				
	Developed in cooperation with client firms abroad		6				
	Developed in cooperation with external academic or research insti-	tutions					
	Bought a new machine or equipment to adopt the new technology		8				
	Other (SPECIFY - SPONTANEOUS)		9		ECAo11x		
D	DON'T KNOW (SPONTANEOUS)		-9	9			
-					ECAo11		
_					ECAo11x		
Ο.	.12 Did the establishment have to purchase or license any order to apply this new production or delivery method		ions, pa	tent o	r know-how in		
	order to apply this new production of derivery method	•					
	Yes	1					
	No	2					
	DON'T KNOW (SPONTANEOUS)	<u>-9</u>					
	DON'T KNOW (DI ONTRI LEGES)	-/	ECAo	12			
		L	ECAU	12			
0.	.13 Thinking of your main product line and comparing you	ur firm	's techn	വിവരു	with that of your		
.	closest competitor, which of the following best summa						
	SHOW CARD 104		, cur pos				
	-						
	My firm's technology is less advanced than that of my main con	or	1				
	My firm's technology is about the same as that of my main com			2			
	My firm's technology is more advanced than that of my main co	ompeti	tor	3			
	NO COMPETITORS (SPONTANEOUS) -7						

QUESTIONNAIRE NUMBER

ECAo13

DON'T KNOW (SPONTANEOUS)

QUESTIONNAIRE NUMBER							
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OC. ORGANISATIONAL INNOVATION

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION 0.15).

(INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:)

In our first interview, it was reported that your firm had introduced a new or significantly improved organizational or management practices or structures in the past three years. I would now like to ask some more questions related to that.

O.14 Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas for the first time?

SHOW CARD 105

READ OUT	Yes	No	DON'T KNOW (SPONTANEOUS)	
New knowledge management systems to better use or exchange information, knowledge and skills within the establishment	1	2	-9	ECA o14a
Introduction of management systems for general production or supply operations, such as supply chain management systems, lean production, business reengineering, quality management systems	1	2	-9	ECA o14b
New methods for distributing responsibilities and decision making among employees	1	2	-9	ECA o14c
A significant change to the management structure of the establishment, such as creating new divisions or departments, integrating different departments or activities	1	2	-9	ECA o14d
New types of collaborations with other businesses, research organizations or consumers	1	2	-9	ECA o14e
Outsourcing or subcontracting of business activities in production, procurement, distribution, recruiting or ancillary services	1	2	-9	ECA o14f

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OD. MARKETING INNOVATION

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE, GO TO SECTION RESEARCH AND DEVELOPMENT (QUESTION 0.16).

(INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:)

In our first interview, it was reported that your firm had introduced a new or significantly improved marketing methods in the past three years. I would now like to ask some more questions related to that.

O.15 Over the last three years, has this establishment introduced **new or significantly improved** marketing methods in the following areas **for the first time**?

SHOW CARD 106

READ OUT	Yes	No	DON'T KNOW (SPONTANEOUS)	
Significant changes in the product's appearance	1	2	-9	ECAo15a
Introduction of a new method of advertising or product promotion , such as use of a new media for advertising, a new brand image or logo, a new trademark	1	2	-9	ECAo15b
Introduction of a new method of product placement or sales channels , such as product licensing, franchising, direct selling, exclusive retailing, tailoring or customizing the presentation of the product to different types of customers	1	2	-9	ECAo15c
New pricing strategies to market the establishment's goods or services, excluding pricing methods used solely to differentiate prices by customer segments	1	2	-9	ECAo15d

	QUESTIONNAIRE	NUMBER						
OE. RES	EARCH AND DEVELOPMENT							
REPORT	IEWER: THIS SECTION SHOULD BE ANSW TED SPENDING ON RESEARCH AND DEVELOR HE MAIN QUESTIONNAIRE.							
	E RESPONDENT DID NOT REPORT SP DPMENT ACTIVITIES IN QUESTION H.6 IN TH N ACQUISITION OF EXTERNAL KNOWLEDGE		STIONNAI					
· ·	(INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:) I would now like to ask you questions related to spending on research and development activities.							
0.16	Over the last three years, did this establishment spend within the establishment?	l on research and	developmer	nt activities				
systemati a new cho	IEWER: Research and development (R&D) is define to basis in order to increase the stock of knowledge. It is mical compound of paint would be research and development surfing would not be research and development.	For example, la evelopment whil	boratory re	search for				
	DON'T KNOW (SPONTANEOUS) -9 GO	O TO QUESTIO O TO QUESTIO ECAo16						
0.17	O.17 In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on research and development activities performed within this establishment? Please include personnel cost, materials and purchase of fixed assets.							
		LCU	Js					
	ares on R&D performed within this establishment personnel cost, materials and purchase of fixed assets)							

	LCUs
Expenditures on R&D performed within this establishment (include personnel cost, materials and purchase of fixed assets)	
DON'T KNOW (SPONTANEOUS)	-9
ESTABLISHMENT SPENT ON R&D PRIOR TO FISCAL YEAR [INSERT last complete fiscal year], BUT NOT IN FISCAL YEAR [INSERT last complete fiscal year] (SPONTANEOUS)	-7

ECAo17

O.18 Over the last three years, did this establishment spend on research and development activities contracted with other companies?

Yes	1	
No	2	GO TO QUESTION 0.20
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION 0.20
		ECAo18

QUESTIONNAIRE NUMBER				

0.19	In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on
	research and development activities contracted with other companies?

	LCUs
Expenditures on R&D contracted with other companies	
DON'T KNOW (SPONTANEOUS)	-9
ESTABLISHMENT SPENT ON R&D PRIOR TO	
FISCAL YEAR [INSERT last complete fiscal year],	-7
BUT NOT IN FISCAL YEAR [INSERT last	-7
complete fiscal year] (SPONTANEOUS)	

ECAo19

QUESTIONNAIRE NUMBER	
OF. ACQUISITION OF EXTERNAL KNOWLEDGE AND USE OF COMP	PUTERS

INTERVIEWER: ASK ALL RESPONDENTS WHO ANSWER THE INNOVATION MODULE

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would now like to ask you questions related to the acquisition of external knowledge and use of computers.

O.20 Over the last three years, did this establishment spend on the acquisition of external knowledge? This includes purchase or licensing of patents and non-patented inventions, knowhow and other types of knowledge from other businesses or organizations.

Yes	1	
No	2	GO TO QUESTION 0.22a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION 0.22a
	•	ECAo20

O.21 Was the latest invention, patent or know-how licensed or purchased from:

SHOW CARD 7

A [COUNTRY] firm	1
A [COUNTRY] research institute or university	2
A foreign firm	3
A foreign research institute or university	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

ECA₀21

O.22a At the end of fiscal year [insert last complete fiscal year], what percent of this establishment's workforce regularly used personal computers in their jobs?

	Percent
Percentage of workforce that used computers	%
DON'T KNOW (SPONTANEOUS)	-9

ECAo22a

O.22b Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], what percent of this establishment's workforce regularly used personal computers in their jobs?

	Percent
Percentage of workforce that used computers three fiscal	%
years ago	70
DON'T KNOW (SPONTANEOUS)	-9
THE ESTABLISHMENT WAS NOT IN BUSINESS	-7
THREE YEARS AGO (SPONTANEOUS)	

ECAo22b

		QUEST	IONNAI	RE NUMBER		
OG	. PRO	TECTION OF INNOVATION				
A		L RESPONDENTS WHO ANSWE PLEASE READ THE FOL BEFORE I would now like to ask you ques	LOWING E PROCEE	TO THE RESPONDENT CDING:)		ER:
0.2	23a	Has this establishment ever been g	ranted a pa	tent?		
]	Yes No DON'T KNOW (SPONTANEOUS)	1 2 -9	ECAo23a		
0.2	23b	During the last three years, did this SHOW CARD 108	s establishn	nent apply for a patent or a tra	ademark?	
	Yes	for a patent only	1			
		for a trademark only	2			
		for both a patent and a trademark	3			
	No	•	4	GO TO QUESTION R.1 NUMBER OF EMPLOY OTHERWISE GO TO Q VEB.1	YEES >=20,	
	DON	'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION R.1 NUMBER OF EMPLOY OTHERWISE GO TO Q VEB.1	$\langle EES \rangle = 20,$	
				ECAo23b		
0.2	23c	Over the last three years, in which patent or a trademark?	country or	countries did this establishme	ent apply for	a
		or countries where the establishment for a patent or a trademark				
]	DON'T	KNOW (SPONTANEOUS)		-9		
					ECAo23	cx

QUESTIONNAIRE NUMBER								
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O.23d	Over the last three years, has this establishment been granted a patent or a trademark?
	SHOW CARD 9

Yes, a patent only	1
Yes, a trademark only	2
Yes, both a patent and a trademark	3
No	4
DON'T KNOW (SPONTANEOUS)	-9

ECAo23d

INTERVIEWER: GO TO QUESTION R.1 IF L.1 >=20, OTHERWISE GO TO QUESTION VEB.1.

QUESTIONNAIRE NUMBER				

R. MANAGEMENT PRACTICES

INTERVIEWER: ASK IF 20+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 20). IF L.1 IS LESS THAN 20, GO TO QUESTION A.15i

(INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:)

And now I would like to ask you about management practices in this establishment.

R.1 Over the last complete fiscal year [insert last complete fiscal year], what best describes what happened at this establishment when a problem in the production process arose?

SHOW CARD 110

(INTERVIEWER: CODE "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR)

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen	3
again, and had a continuous improvement process to anticipate	
problems like these in advance	
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

ECAr1

R.2 Over the last complete fiscal year [insert last complete fiscal year], how many production performance indicators were monitored at this establishment?

SHOW CARD 111

1-2 production performance indicators	1
3-9 production performance indicators	2
10 or more production performance indicators	3
No production performance indicators	4
DON'T KNOW (SPONTANEOUS)	-9

ECAr2

R.6	Over the last complete fiscal year [insert last complete fiscal year], what best describes the
	time frame of production targets at this establishment? Examples of production targets are:
	production, quality, efficiency, waste, on-time delivery.
	SHOW CARD 112

Main focus was on short-term (less than one year) production targets	1
Main focus was on long-term (more than one year) production targets	2
Combination of short term and long term production targets	3
No production targets	4
DON'T KNOW (SPONTANEOUS)	-9

ECAr6

R.7 Over the last complete fiscal year [insert last complete fiscal year], how easy or difficult was it for this establishment to achieve its production targets?

SHOW CARD 113

Possible to achieve without much effort	1
Possible to achieve with some effort	2
Possible to achieve with normal amount of effort	3
Possible to achieve with more than normal effort	4
Only possible to achieve with extraordinary effort	5
DON'T KNOW (SPONTANEOUS)	-9

ECAr7

R.8 Over the last complete fiscal year [insert last complete fiscal year], who was aware of the production targets at this establishment?

SHOW CARD 114

Only senior managers	1
Most managers and some production workers	2
Most managers and most production workers	3
All managers and most production workers	4
DON'T KNOW (SPONTANEOUS)	-9

ECAr8

QUESTIONNAIRE NUMBER								
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R.11	Over the last complete fiscal year [insert last complete fiscal year], what were managers' performance bonuses usually based on? SHOW CARD 115
	(INTERVIEWER: ANY TYPE OF TARGETS: TARGETS BASED ON PRODUCTION, SALES, FIRM'S STOCK PRICE, ETC. USE "DOES NOT APPLY" (-7) ONLY IF FIRM HAS NO TARGETS)

Their own performance as measured by production targets	1
Their team or shift performance as measured by production targets	2
Their establishment's performance as measured by production targets	3
Their company's performance as measured by production targets	4
No performance bonuses	5
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

ECAr11

R.13 Over the last complete fiscal year [insert last complete fiscal year], what was the primary way non-managers were promoted at this establishment?
 SHOW CARD 116
 (INTERVIEWER: CODE DOES NOT APPLY (-7) IF NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR)

Promotions were based solely on performance and ability	1
Promotions were based partly on performance and ability, and partly	2
on other factors (for example, tenure or family connections)	
Promotions were based mainly on factors other than performance and	3
ability (for example, tenure or family connections)	
Non-managers are normally not promoted	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

ECAr13

R.15 Over the last complete fiscal year [insert last complete fiscal year], when was an underperforming non-manager reassigned or dismissed?

SHOW CARD 117

(INTERVIEWER: CODE DOES NOT APPLY (-7) IF NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR)

Within 6 months of identifying non-manager under-performance	1
After 6 months of identifying non-manager under-performance	2
Rarely or never	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

ECAr15

QUESTIONNAIRE NUMBER				

QUESTI	ONNA	IRE	NUM	BER
QUEDII	$\mathbf{O}_{\mathbf{I}}$		T 4 O TAT	DLIN



A.15i Time innovation module interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15id	a15im	a15iy	a15ih	a15imin

A.24 Same respondent as for the main interview?

Yes No	1 2	THANK THE RESPONDENT AND END THE INTERVIEW
		a24

A.15a Information about the respondent for the innovation module

	Innovation module respondent		
Position in the firm		a15a1dx	
Years with the firm		a15a2d	1=LESS THAN ONE YEAR
Years in the position		ECAa15a4d	1=LESS THAN ONE YEAR
Gender		a15a3d	1=MALE, 2=FEMALE DO NOT READ OUT