

QUESTIONNAIRE NUMBER **id**  
 RECORD NUMBER **recnumber**  
 PREFERENCE NUMBER **preference**

0									
						0	0		

ROTATION  
**rotation**

**THE WORLD BANK**  
 MYANMAR Enterprise Survey  
 Manufacturing Module (2013)

GPS Coordinates	
Degrees North (Latitude)	<b>lat</b>
Degrees East (Longitude)	<b>lon</b>

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

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

A.1 Country

<b>a1</b> = 152
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A.1a Language

<b>a1a</b>
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A.2

	Sampling Region <b>a2</b>
Yangon	1
Mandalay	2
Bago	3
Taunggyi	4
Monywa	5

A.3a

	Screener Region (coded ex post) <b>a3a</b>
Yangon	1
Mandalay	2
Bago	3
Taunggyi	4
Monywa	5

A.3x Name of city/town/village

<b>a3x</b>
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A.3b Is this city the official capital city? **a3b**

Yes	1
No	2

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

A.4 Industry

		Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
Manufacturing :Section D	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Publishing, printing, and 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 & 30)	29	29
	Electronics (31 & 32)	31	31
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	55	55

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H		
Services 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

	<b>Sampling size</b> <b>a6a</b>	<b>Screener Size</b> <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 both HQ and other establishments of the same firm	3
Establishment physically separated from HQ but located 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 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:

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 Myanmar. 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 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	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___</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>	<b>-9</b>

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

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

**IF 100% END INTERVIEW**

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

**MYAB.1** What is the highest level of education completed by the principal owner of this establishment?

None	1
Primary school	2
Mid or High School	3
Vocational or Technical Training (Professional Training)	4
University education	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYAb1**

**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>

**SKIP TO B.5**  
**SKIP TO B.5**

**b4**

**B.4a** What percentage of the firm is owned by females?

	Percentage
Percentage of female ownership	<b>b4a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

QUESTIONNAIRE NUMBER

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

	Year
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)**

	Number
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?

	Year
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?

	Years
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>

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

Yes	1	<b>b7a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

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**B.8** Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: 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>

*SKIP TO C.3*

*SKIP TO C.3*

**b8**

**B.8x** Please specify the internationally-recognized quality certifications

Specific internationally-recognized certifications	<b>b8x</b>
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**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	<i>GO TO QUESTION C.6</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.6</i>

**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	<b>c4</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>

**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>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	

**c5**

**C.6** Over **2012/2013 (FY)**, did this establishment experience power outages?

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

**c6**



QUESTIONNAIRE NUMBER

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

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

*GO TO QUESTION C.15*  
*GO TO QUESTION C.15*

**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>
<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>

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

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

**c14**

**C.15** Over **2012/2013 (FY)**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
The establishment does not use water for production	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION C.22a*  
*GO TO QUESTION C.22a*  
*GO TO QUESTION C.22a*

**c15**

**C.16** In a typical month, over **2012/2013 (FY)**, how many incidents of insufficient water supply did this establishment experience?

	Number
Number of incidents of water insufficiency in a typical 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?

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	Hours
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**

<b>C.30</b>	<p>Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment?  <a href="#">SHOW CARD 3</a></p> <p>Using the response options on the card; To what degree is <b>Telecommunications</b> an obstacle to the current operations of this establishment?  <a href="#">SHOW CARD 3</a></p>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Electricity	<b>c30a</b>	0	1	2	3	4	-9	-7
Telecommunications	<b>c30b</b>	0	1	2	3	4	-9	-7

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**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 **2012/2013 (FY)**, what was this establishment’s main activity and product, that is, the activity and product that represented the largest proportion of annual sales?  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “LEATHER SHOE MANUFACTURING” NOT JUST SHOES’ MANUFACTURING**

Description	d1a1x

**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

**D.1a2** PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.

Code
d1a2

**CODE OF THE MAIN PRODUCT AND ACTIVITY**

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

Percent
d1a3
-9

Percentage of sales represented by main activity or product

**DON'T KNOW (SPONTANEOUS)**

**INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In **2012/2013 (FY)**, what were this establishment’s total annual sales for **ALL** products and services?

Kyat ‘000
d2
-9
d2x

Last complete fiscal year’s total sales

**DON'T KNOW (SPONTANEOUS)**

**PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)**

QUESTIONNAIRE NUMBER

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**N.3** In **2010/2011 (FY)**, three fiscal years ago, what were total annual sales for this establishment?

	Kyat '000
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 **2012/2013 (FY)**, what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER FROM TOP TO BOTTOM)**  
**SHOW CARD 4**

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

*IF 100, GO TO QUESTION D.10*  
*IF 100, GO TO QUESTION D.8*  
*IF 0, GO TO QUESTION D.8*

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

**D.4** In **2012/2013 (FY)**, 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?

	Days
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 **2012/2013 (FY)**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
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>

QUESTIONNAIRE NUMBER

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**D.7** In **2012/2013 (FY)**, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the 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?

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**D.10** In **2012/2013 (FY)**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
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 (DOES NOT APPLY)</b>	<b>-7</b>

**GO TO QUESTION MYAD.2**

**D.11** In **2012/2013 (FY)**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
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 (DOES NOT APPLY)</b>	<b>-7</b>

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**MYAD.2** Considering road transportation, using the options on this card, please choose the biggest transportation obstacle by road, for businesses in your country.  
**SHOW CARD 5**

The network and quality of roads	1
Cost and availability of fuel	2
Road closures due to strikes and protests	3
Time and distance to markets	4
Lack of competition in transportation companies	5
Availability and quality of transport vehicles	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYAd2**

**D.12** In **2012/2013 (FY)**, 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 6**

	Percent	<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 **2012/2013 (FY)**, imported directly?

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

*GO TO QUESTION D.16*  
*GO TO QUESTION D.16*

**d13**

**D.14** In **2012/2013 (FY)**, 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?

	Days
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>

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**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 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**

		<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>

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**E. DEGREE OF COMPETITION**

**E.1** In **2012/2013 (FY)**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 8**

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

**GO TO QUESTION E.6**  
**GO TO QUESTION E.6**

**e1**

**E.2** In **2012/2013 (FY)**, 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**

**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 9**

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

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**H. INNOVATION**

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

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

**H.1** During the last three years, has this establishment introduced new or significantly improved products or services?  
**SHOW CARD 10**

**INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.**

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** Were any of the new or significantly improved products or services also new for the establishment's main market?

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

**h2**

**H.3** During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services?  
**SHOW CARD 11**

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

**h3**

**H.4a** During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services?  
**SHOW CARD 12**

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

**h4a**

QUESTIONNAIRE NUMBER

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**H.4b** During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing?  
**SHOW CARD 13**

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

**h4b**

**H.5** During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices?  
**SHOW CARD 14**

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 15**

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, excluding market research surveys?  
**SHOW CARD 16**

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

**GO TO QUESTION F.1**

**GO TO QUESTION F.1**

**h7**

**H.8** In the **2012/2013 (FY)**, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

	Kyat '000
Cost of formal research and development activities	<b>h8</b>
<b>NONE (SPONTANEOUS)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**F. CAPACITY**

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<b>F.1</b>	In <b>2012/2013 (FY)</b> , what was this establishment’s output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
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	<b>Percent</b>
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>F.2</b>	In <b>2012/2013 (FY)</b> , how many hours per week did this establishment normally operate? <b>(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)</b>
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	<b>Hours</b>
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**G. LAND AND PERMITS**

**G.6** Of the **buildings** occupied by this establishment, what percentage is owned and what percentage is rented or leased?  
**SHOW CARD 17**

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

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

**G.1** Of the **land** occupied by this establishment, what percent is:  
**SHOW CARD 17**

	Percent	DON'T KNOW (SPONTANEOUS)	FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	<b>g1a</b> %	-9	-7
Rented or leased by this establishment	<b>g1b</b> %	-9	-7
Other	<b>g1c</b> %	-9	-7
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING**

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

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



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**I. CRIME**

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

**I.1** In **2012/2013 (FY)**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

**i1**

**I.2** In **2012/2013 (FY)**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

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

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

	<b>Kyat '000</b>
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.3** In **2012/2013 (FY)**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

**i3**

QUESTIONNAIRE NUMBER

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**I.4** In **2012/2013 (FY)**, 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	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Kyat '000
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 18**

	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>

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**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 **2012/2013 (FY)**, what percentage, as a proportion of the value of total annual purchases of material inputs or services was purchased on credit?

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

**K.2** In **2012/2013 (FY)**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

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

**K.3** Over **2012/2013 (FY)**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?  
**SHOW CARD 19**

	Percent	DON'T KNOW (SPONTANEOUS)
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 **2012/2013 (FY)**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

**k4**

QUESTIONNAIRE NUMBER

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**N.5** In **2012/2013 (FY)**, how much did this establishment spend on purchases of:  
**INTERVIEWER: READ OUT**

	Kyat '000	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over **2012/2013 (FY)**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 20**

	Percent	DON'T KNOW (SPONTANEOUS)
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, moneylenders, 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 present situation. At this time, does this establishment have a checking (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**

QUESTIONNAIRE NUMBER

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**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan?  
**SHOW CARD 21**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	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?

	Year
Year most recent line of credit or loan 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 line of credit or loan, what was its value at the time of approval?

	Kyat '000
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.13** Referring only to this most recent line of credit or loan, 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 line of credit or loan, what type of collateral was required?  
**INTERVIEWER: READ OUT**

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

QUESTIONNAIRE NUMBER

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

	Kyat '000
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Number	
Total number of open lines of credit or outstanding loans	<b>k15b</b>	<i>IF 1, GO TO QUESTION K.15d</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.15d</i>

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

	Kyat '000
Total value of open lines of credit or outstanding loans	<b>k15c</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</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 **2012/2013 (FY)**, did this establishment apply for any lines of credit or loans?

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**

QUESTIONNAIRE NUMBER

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**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 22**

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>
Other	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 in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k20a1**

**K.21** In **2012/2013 (FY)**, 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 23**

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

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**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.

<b>J.1</b>	I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. <b>SHOW CARD 24</b>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9	-7

<b>J.2</b>	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)
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	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>

<b>J.3</b>	Over the last year, was this establishment visited or inspected by tax officials?
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Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**j3**

<b>J.4</b>	Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?
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	Number
Times inspected or met with tax officials	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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**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>REFUSAL (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>

**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	<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?

	Percent
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**

	Kyat '000
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>

QUESTIONNAIRE NUMBER

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

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

**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>REFUSAL (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	<i>GO TO QUESTION MYAJ.3</i> <i>GO TO QUESTION MYAJ.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**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	<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>

QUESTIONNAIRE NUMBER

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**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>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**MYAJ.3** Sometimes foreign companies invest directly in Burmese firms. Do you think this investment is beneficial to businesses in your sector?

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

**GO TO QUESTION MYAJ.5**  
**GO TO QUESTION J.30**

**MYAj3**

**MYAJ.4** What is the principal reason you feel this foreign investment is beneficial?  
**SHOW CARD 25**

Transfer of technology	1
Increased business performance	2
Increased access to foreign markets	3
Increased financial stability	4
Other	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**MYAj4**

**MYAJ.5** What is the principal reason you feel this foreign investment is not beneficial?  
**SHOW CARD 26**

Foreign company is now making the businesses' key decisions	1
Businesses will not be able to compete with the foreign company	2
Profits should go to Burmese and not foreigners	3
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYAj5**

QUESTIONNAIRE NUMBER

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**J.30** Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?  
**SHOW CARD 27**

<b>ROTATE OPTIONS</b>								<b>(SPONTANEOUS)</b>	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<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>	

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**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 **2012/2013 (FY)**, 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 INTERVIEWEE 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 **2010/2011 (FY)**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers  
**(INTERVIEWER: INCLUDE INTERVIEWEE 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>

**L.3** At the end of **2012/2013 (FY)**, how many permanent, full-time individuals in this establishment were:  
**INTERVIEWER: READ EACH CATEGORY**

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

QUESTIONNAIRE NUMBER

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**MYAL.6** At the end of **2012/2013 (FY)**, how many permanent, full-time individuals in this establishment were:  
**INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
<b>PRODUCTION WORKERS</b>		
Skilled production workers	<b>14a</b>	-9
Unskilled production workers	<b>14b</b>	-9
<b>NON-PRODUCTION WORKERS</b>		
Managers and senior-level professionals	<b>MYA16</b>	-9
Technicians, associate professionals, and sales	<b>MYA17</b>	-9
Unskilled workers	<b>MYA18</b>	-9

**INTERVIEWER: CHECK THAT SUBTOTALS MATCH ANSWERS IN L.3**

**MYAL.9** Two fiscal years ago, at the end of **2011/2012 (FY)**, how many permanent, full-time individuals in this establishment were:  
**INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
<b>PRODUCTION WORKERS</b>		
Skilled production workers	<b>MYA19</b>	-9
Unskilled production workers	<b>MYA110</b>	-9
<b>NON-PRODUCTION WORKERS</b>		
Managers and senior-level professionals	<b>MYA111</b>	-9
Technicians, associate professionals, and sales	<b>MYA112</b>	-9
Unskilled workers	<b>MYA113</b>	-9

**L.5** At the end of **2012/2013 (FY)**, 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

QUESTIONNAIRE NUMBER

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**L.6** How many full-time temporary employees did this establishment employ throughout **2012/2013 (FY)**?  
 (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	<b>16</b>
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION L.9a*

*GO TO QUESTION L.9a*

**L.6a** How many full-time temporary employees employed throughout **2012/2013 (FY)** were female?

	Number
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 temporary employees in **2012/2013 (FY)**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	<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 education of a typical permanent full-time production worker employed in this establishment?

	Number
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 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>
<b>NO FEMALE PRODUCTION WORKERS</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

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**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>

**L.10** Over **2012/2013 (FY)**, did this establishment have formal training programs for its permanent, full-time employees?

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

**110**

**MYAL.14** What was the primary focus of the formal training programs?  
**SHOW CARD 28**

Managerial training	1
Sales and customer relations	2
Teamwork and leadership skills	3
Technical skills	4
Other training	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYA114**

**MYAL.15** Regardless of who paid, who was the primary provider of these training programs?  
**SHOW CARD 29**

Chamber of commerce or industry association	1
Private provider	2
Government agency	3
This establishment/firm	4
Other organization	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYA115**

QUESTIONNAIRE NUMBER

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**L.11** Referring to the training programs run over **2012/2013 (FY)**, what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)	
Production full-time permanent employees trained	<b>111a</b> %	<b>0</b>	<b>-9</b>	
Non-production full-time permanent employees trained	<b>111b</b> %	<b>0</b>	<b>-9</b>	<b>GO TO QUESTION MYAL.17</b>

**MYAL.16** Please indicate the main reason for the lack of training programs?  
**SHOW CARD 30**

Lack of external agencies that can provide training	1
Lack of relevant training programs related to this establishment's work	2
The quality of available training programs is low	3
High cost of training programs	4
No need for formal training programs	5
Unaware of training programs	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MYA116**

**MYAL.17** Over the last two years, did this establishment try to hire any managers or senior-level professionals?

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

**GO TO QUESTION MYAL.24**  
**GO TO QUESTION MYAL.24**

**MYA117**

QUESTIONNAIRE NUMBER

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**MYAL.18** Did the establishment encounter any of the following problems when trying to hire a manager or senior-level professional?  
**INTERVIEWER: READ OUT**

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants <b>MYAI18</b>	1	2	-9
Applicants lacked required skills <b>MYAI19</b>	1	2	-9
Applicants expected higher wages than we can offer <b>MYAI20</b>	1	2	-9
Applicants did not like the working conditions <b>MYAI21</b>	1	2	-9
Other (please specify <b>MYAI23x</b> ) <b>MYAI22</b>	1	2	-9

**MYAL.24** Over the last two years, did this establishment try to hire any (non-production) technicians, associate professionals, or sales workers?

Yes	1	<b>GO TO QUESTION MYAL.31</b> <b>GO TO QUESTION MYAL.31</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**MYAI24**

**MYA.L25** Did the establishment encounter any of the following problems when trying to hire a (non-production) technician, associate professional, or sales worker?  
**INTERVIEWER: READ OUT**

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants <b>MYAI25</b>	1	2	-9
Applicants lacked required skills <b>MYAI26</b>	1	2	-9
Applicants expected higher wages than we can offer <b>MYAI27</b>	1	2	-9
Applicants did not like the working conditions <b>MYAI28</b>	1	2	-9
Other (please specify <b>MYAI30x</b> ) <b>MYAI29</b>	1	2	-9

**MYA.L31** Over the last two years, did this establishment try to hire any (non-production) unskilled workers?

Yes	1	<b>GO TO QUESTION MYAL.38</b> <b>GO TO QUESTION MYAL.38</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**MYAI31**

QUESTIONNAIRE NUMBER

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**MYA.L32** Did the establishment encounter any of the following problems when trying to hire a (non-production) unskilled worker?  
**INTERVIEWER: READ OUT**

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants <b>MYAI32</b>	1	2	-9
Applicants lacked required skills <b>MYAI33</b>	1	2	-9
Applicants expected higher wages than we can offer <b>MYAI34</b>	1	2	-9
Applicants did not like the working conditions <b>MYAI35</b>	1	2	-9
Other (please specify <b>MYAI37x</b> ) <b>MYAI36</b>	1	2	-9

**MYA.L38** Over the last two years, did this establishment try to hire any skilled production workers?

Yes	1	<b>GO TO QUESTION MYAL.45</b> <b>GO TO QUESTION MYAL.45</b> <b>MYAI38</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**MYA.L39** Did the establishment encounter any of the following problems when trying to hire a skilled production worker?  
**INTERVIEWER: READ OUT**

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants <b>MYAI39</b>	1	2	-9
Applicants lacked required skills <b>MYAI40</b>	1	2	-9
Applicants expected higher wages than we can offer <b>MYAI41</b>	1	2	-9
Applicants did not like the working conditions <b>MYAI42</b>	1	2	-9
Other (please specify <b>MYAI44x</b> ) <b>MYAI43</b>	1	2	-9

**MYA.L45** Over the last two years, did this establishment try to hire any unskilled production workers?

Yes	1	<b>GO TO QUESTION MYAL.52</b> <b>GO TO QUESTION MYAL.52</b> <b>MYAI45</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

QUESTIONNAIRE NUMBER

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**MYA.L46** Did the establishment encounter any of the following problems when trying to hire an unskilled production worker?  
**INTERVIEWER: READ OUT**

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants <b>MYA146</b>	1	2	-9
Applicants lacked required skills <b>MYA147</b>	1	2	-9
Applicants expected higher wages than we can offer <b>MYA148</b>	1	2	-9
Applicants did not like the working conditions <b>MYA149</b>	1	2	-9
Other (please specify <b>MYA151x</b> ) <b>MYA150</b>	1	2	-9

**MYA.L52** One year from now, how many permanent, full-time individuals do you expect to have in the following categories  
**INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
<b>PRODUCTION WORKERS</b>		
Skilled production workers <b>MYA152</b>		-9
Unskilled production workers <b>MYA153</b>		-9
<b>NON-PRODUCTION WORKERS</b>		
Managers and senior-level professionals <b>MYA154</b>		-9
Technicians, associate professionals, and sales <b>MYA155</b>		-9
Unskilled workers <b>MYA156</b>		-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 31**

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 31**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Labor regulations <b>130a</b>	0	1	2	3	4	-9	-7
Inadequately educated workforce <b>130b</b>	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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<b>MYA.L57</b>	I am going to read statements describing the educational system in Myanmar. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. <b>SHOW CARD 32</b>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
The educational system does not produce enough people with the <b>level</b> of skills needed by employers <b>MYA157</b>						
The educational system does not produce enough people with the <b>kinds</b> of skills needed by employers <b>MYA158</b>						
The educational system does not produce enough people with <b>up to date</b> knowledge of methods, materials, and technology <b>MYA159</b>						
The educational system does not produce enough people with <b>good job attitude and self-discipline</b> <b>MYA160</b>						

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**M. BUSINESS ENVIRONMENT**


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

<b>M.1</b>	By looking at card <b>33</b> 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 <b>SHOW CARD 33</b> <b>INTERVIEWER: DO NOT READ OUT</b>
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<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**


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**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.

<b>N.2</b>	From this establishment's Income Statement for <b>2012/2013 (FY)</b> , please provide the following information: <b>SHOW CARD 34</b>
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	Kyat '000	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>
Total costs of production	<b>n2p</b>	<b>-9</b>

<b>N.6</b>	From this establishment's Balance Sheet for <b>2012/2013 (FY)</b> , what was the net book value, that is the value of assets after depreciation, of the following:
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	Kyat '000	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	<b>n6a</b>	<b>-9</b>
Land and buildings	<b>n6b</b>	<b>-9</b>

<b>N.7</b>	Hypothetically, if this establishment were to purchase the assets it <b>uses now</b> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?
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	Kyat '000	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>
Land and buildings	<b>n7b</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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:

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

a16

<b>A.17</b>	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

QUESTIONNAIRE NUMBER

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**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**