

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

0									
						0	0		

☐ ROTATION
rotation

THE WORLD BANK
Enterprise Survey
Services Questionnaire (2013) – Module (3)

GPS Coordinates	
Degrees North (Latitude)	lat
Degrees East (Longitude)	lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
If firm has a tourism-related activity*	2
If firm is a Services firm	3

* Are considered as tourism-related all firms that are hotels, restaurants, tour operators and any travel services.

A.1 Country

a1

A.1a Language

a1a

A.2

	Sampling Region a2
Analamanga	1
Anôsy	2
Atsimo-Andrefana	3
Atsinanana	4
Boeny	5
Diana	6
Vakinankaratra	7

A.3a

	Screener Region (coded ex post) a3a
Analamanga	1
Anôsy	2
Atsimo Andrefana	3
Atsinanana	4
Boeny	5
Diana	6
Vakinankaratra	7

A.3x Name of city/town/village

a3x

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 a4a	Screener 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
	Publishing, printing, and Recorded media	22	22
	Refined petroleum product	23	23

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	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
Tourism	Hotel and restaurants: section H	55	55
	Tour operators	55a	55a
	Other travel services	55b	55b
Other Services	Retail	52	52
	Wholesale	51	51
	IT	72	72
	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 which match sample frame	2
No, does not match	3

A.6 Size

	Sampling size a6a	Screener Size a6b
Micro 1-5 employees	0	0
Small 5-19	1	1
Medium 20-99	2	2
Large 100 and more	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
---	------------

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 it locates 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 HQ, are financial statements independent from the rest of establishments? **a11**

Yes	1
No	2
DOES NOT APPLY	-7

A.12 Interviewer code **a12**

--

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 Madagascar. The information gathered here will help 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.

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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
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	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:**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 or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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

	Percentage
Percentage of female ownership	b4a
Female ownership but don't know the exact percentage	-1
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)

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

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

	Year	Answer from previous round
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	Answer from previous round
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 work experience in this sector the Top Manager does he?

	Years
Manager experience in the sector	b7
LESS THAN A YEAR	1

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DON'T KNOW (SPONTANEOUS)

-9

B.7a Is the Top Manager was a woman?

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

b7a

B.21 What is the highest level of education of the largest owner? **(INTERVIEWER - READ OUT)**

No Education	1
Primary School (complete or not)	2
Secondary School (complete or not)	3
Vocational Training	4
University training (complete or not)	5
Don't Know (spontaneous)	-9
	b21

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000or 14000, or HACCP)

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

SKIP TO MGC.0

b8

MGB.1 What is the name of this internationally-recognized quality certification?

Name of the certification	mgb1
DON'T KNOW (SPONTANEOUS)	-9

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

MGC.0 Do you get your electricity from...

	Yes	No	DON'T KNOW
the public electricity network mgc0a	1	2	-9
a generator owned by a neighbor firm mgc0b	1	2	-9
your own generator or a shared ownership generator mgc0c	1	2	-9

**READ THE FOLLOWING TO THE RESPONDENT ONLY IF ONE THE ANSWER ABOVE IF YES
IF NO, GO DIRECTLY TO QUESTION C.3**

C.6 Over the last 12 months, did this establishment experience power outages?

Yes	1	
No	2	GO TO QUESTION MGC.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MGC.1
	c6	

C.7 In a typical month, over the last 12 months, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	c7	
NO POWER OUTAGE	0	GO TO QUESTION MGC.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MGC.1

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

	Hours	Minutes
Average duration of power outages in hours	c8	C8m
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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

MGC.1	Compared to three years ago , would you say that the number of outages has increased, decreased or remained the same? SOW CARD 3
--------------	--

Substantially increased	1
Moderately increased	2
Remained the same	3
Moderately decreased	4
Substantially decreased	5
DON'T KNOW (SPONTANEOUS)	-9

mgc1

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.10

GO TO QUESTION C.10

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 DENIED	-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
REFUSAL (SPONTANEOUS)	-8

c5

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

C.10 In reference of fiscal year **2012**, does this establishment has or shares a power generator

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

GO TO QUESTION C.12

GO TO QUESTION C.12

c10

C.11 In reference of fiscal year **2012**, what percentage of electricity comes from his this establishment (its) own (s) generator (s) or (s) generator (s) sharing (s)?

	Percentage
Percentage of electricity from (s) generator (s) of electricity	c11 %
DON'T KNOW (SPONTANEOUS)	-9

C.12 During last two years, is that this establishment has applied for a water connection?

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

GO TO QUESTION C.22a

GO TO QUESTION C.22a

c12

C.13 Referring to the request for water connection, approximately how many days have elapsed between the date of application and the date of receipt of service?

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

C.14 Relative to this connection request water is a form of gift or informal payment was requested or expected?

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

c14

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

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

c22a

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

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

c22b

MGC.2 At the present time, what is the state of the road(s) directly outside the enterprise?
(not the private drive belonging to the enterprise)**SHOW CARD 4**

Sealed road in good condition, i.e., a driver in a two wheel drive car could maintain a reasonable speed	1	
Sealed road with a few pot holes that would require a driver in a 2 wheel drive car to alter course in order to avoid them	2	
Sealed road in a poor state of repair, i.e. with pot holes that could not be avoided and would require a driver in a two wheel drive car to drive very slowly	3	
Not sealed, but in good condition, i.e. a driver in a two wheel drive car could maintain a reasonable speed	4	
Not sealed with a few bumps and/or dips that would require a driver in a 2 wheel drive to alter course in order to avoid them	5	
Not sealed with bumps and/or dips that could not be avoided and would require a driver in a 2 wheel drive car to drive very slowly	6	
Virtually impassable in a 2 wheel drive car	7	
Impassable with a 4 wheel drive car	8	
No road	9	
DON'T KNOW (SPONTANEOUS)	-9	mgc2

C.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? **SHOW CARD 3**

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						(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
Internet access mgc3a	0	1	2	3	4	-9	-7
Water sanitation mgc3b	0	1	2	3	4	-9	-7
Solid waste collection/disposal mgc3c	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 fiscal year **2012**, what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "RETAIL OF FOOD" NOT JUST "RETAIL" OR "FOOD"

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
CODE OF THE MAIN PRODUCT AND ACTIVITY
d1a2

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

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

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

D.2 In fiscal year **2012**, what were this establishment's total annual sales for all products and services (in local currency units)?

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

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N.3 In fiscal year **2010**, three fiscal years ago, what were total annual sales for this establishment?

	ARIARY
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 **2012**, what percentage of this establishment's sales were:
SHOW CARD 6

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

IF 100% GO TO QUESTION D.12

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
We will now talk about your material and/or supplies purchased in fiscal year 2012.

D.12 In fiscal year **[insert last complete fiscal year]**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were:
SHOW CARD 7

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

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D.13 Currently there been physical inputs or goods purchased in fiscal year 2012, which were imported directly?

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

d13

D.10 In fiscal year **[insert last complete fiscal year]**, 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	d10 %	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION D.17

D.11 In fiscal year **[insert last complete fiscal year]**, 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	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR 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 are the following items an obstacle to the current operations of this establishment? **SHOW CARD 8**

[illegible][illegible]

						(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
Maritime	mg5a	0	1	2	3	4	-9	-7
Roads	mg5b	0	1	2	3	4	-9	-7
Air freight	mg5c	0	1	2	3	4	-9	-7
Customs and trade regulations	d30b	0	1	2	3	4	-9	-7

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E. DEGREE OF COMPETITION

E.6	As of today, is that this property uses technology licensed from a foreign company, other than the desktop software?
------------	--

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

e6

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 9
-------------	---

	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

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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 10
------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Occupied without any financial compensation	g6c %	-9
	100%	

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

G.1	Of the land occupied by this establishment, what percent is: SHOW CARD 10
------------	--

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Occupied without any financial compensation	g1c %	-9	-7
	100%		

**SI 100% SKIP TO
MGG.3**

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

MGG.1	If you owned all or part of the land your establishment is on, what kind of land documentation do you use to prove your land rights?
--------------	--

None	0
A land certificate	1
A land title	2
Other	3
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION MGG.3

mgg1

MGG.2	How confident are you that you can exercise your land documentation during a dispute over land ownership?
--------------	---

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Strongly confident	0
Moderately confident	1
Not confident	2
DON'T KNOW (SPONTANEOUS)	-9

mgg2

MGG.3 During the last three years, did you acquire a new land?

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

GO TO QUESTION G.2

GO TO QUESTION G.2

mgg3

MGG.4 What was the size of this property?

Size of the property in m2	mgg4
DON'T KNOW (SPONTANEOUS)	-9

MGG.5 What kind of land documentation do you have to prove your land rights on this newly acquired land?

A land certificate	0
A land title	1
None	2
Other	3
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

mgg5

MGG.6 How many months did it take to acquire this land documentation?

Number of months	mgg6
DON'T KNOW (SPONTANEOUS)	-9

MGG.7 How much did it cost (including formal and informal costs), in Ariary?

Cost of acquiring a title/certificate	mgg7
DON'T KNOW (SPONTANEOUS)	-9

MGG.8 How many government agencies did you have to interact with in order to obtain this land documentation?

	Number
Number of government agencies	mgg8
STILL IN PROCESS	-6
APPLICATION DENIED	-5

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DON'T KNOW (SPONTANEOUS)

-9

G.2

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

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

GO TO QUESTION G.30

GO TO QUESTION G.30

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
REFUSAL (SPONTANEOUS)	-8

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR 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

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 11**

[illegible][illegible]20

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **2012**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In fiscal year **2012**, 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

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

I.3 In fiscal year **2012**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

GO TO QUESTION MGL.1

GO TO QUESTION MGL.1

i3

I.4 In fiscal year **2012**, 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

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

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MGI.1	Using the response options on the card; To what degree is each of the following an obstacle to the current operations of this establishment? SHOW CARD 12						
						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Violence mgila	0	1	2	3	4	-9	-7
Theft by employees mgilb	0	1	2	3	4	-9	-7
External theft mgile	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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.2 In fiscal year **2012**, 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	k2c %	-9

K.3 Over fiscal year **2012**, 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 13

	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
Friends, relatives, etc.	k3h %	-9
Other, moneylenders, bonds, etc	k3i %	
	100%	

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

K.4 In fiscal year **2012**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	GO TO QUESTION MGK.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MGK.1
		k4

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

K.5	Over fiscal year 2012 , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 14
------------	---

	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
Friends, relatives	k5hdj %	-9
Other, moneylenders, bonds, etc		
	100%	

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

N.5	In fiscal year 2012 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	---

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

MGK.1	Many firms have cash flow (liquidity) problems at some time. Has your firm had any cash flow (liquidity) problems in the two past years?
--------------	--

Yes	1
No	2
NOT APPLICABLE	-7
DON'T KNOW (SPONTANEOUS)	-9

mgk1

MGK.2	How did your firm choose to address this problem? SHOW CARD 15
--------------	---

Sold off inventories/products	1
Sold off equipment	2
Borrowed from bank (overdraft)	3
Borrowed from bank (loan)	4
Used personal cash reserves	5
Borrowed informally	6
Took cash advances from clients and suppliers	7
Other	8

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

DON'T KNOW (SPONTANEOUS) -9

mgk2

K.6 Now let's talk about the establishment's current account. At this time, does this establishment have a checking 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.16
GO TO QUESTION K.16

k8

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 or 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?

	ARIARY
Size of most recent loan or line of credit approved	k11
REFUSAL (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.16
GO TO QUESTION K.16

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

k13

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

	ARIARY
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

K.16 Referring to the last fiscal year **2012**, 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 16

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 **2012**, 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

[illegible][illegible]

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 17**

27

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 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. **SHOW CARD 18**

(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 or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

MGJ.1 Over **the last three fiscal years**, do you think that the percentage of senior management's time spent on dealing with government regulations has increased, decreased, or remained the same?

Increased	1
Decreased	2
Remained the same	3
DON'T KNOW (SPONTANEOUS)	-9

mgj1

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**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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
REFUSAL (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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

	ARIARY
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	
No	2	GO TO QUESTION J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.13
		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	
REFUSAL (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	GO TO QUESTION MGJ.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MGJ.2
		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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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
REFUSAL (SPONTANEOUS)	-8

j15

MGJ.2 Over the **last three years**, have you used the One Stop Shop to manage your affairs with the government?

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

GO TO QUESTION J.30

GO TO QUESTION J.30

mgj2

MGJ.3 Of the following activities, what did you use the One Stop Shop for? Multiple answers are allowed. **(SHOW CARD 19)**

	YES	NO	DON 'T KNO W
Enterprise creation and modification mgj3a	1	2	-9
Delivery of convertible visas and boarding agreement mgj3b	1	2	-9
Delivery of long stay visa and resident card mgj3c	1	2	-9
Delivery of environmental license mgj3d	1	2	-9
Delivery of work permit mgj3e	1	2	-9
Delivery of free zone/enterprise agreement mgj3f	1	2	-9
Delivery of tourism license and authorization mgj3g	1	2	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

J.30

Using the response options on the card; To what degree is/are **each the following** an obstacle to the current operations of this establishment?

SHOW CARD 20

ROTATE ITEMS						(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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 2012 , how many full-time, permanent 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	DON'T KNOW (SPONT.)
TOTAL – Permanent, full time workers end of last fiscal year	11	
of which Managers & professionals	mgl1d	-9

MGL.2	In 2012, what is the average wage for the following full-time, permanent workers?
--------------	--

	Average wage	DON'T KNOW (SPONT.)
Unskilled workers (e.g. transport workers, cleaners and helpers, hand packers, storage workers, etc.)	mgl2d	-9
Managers and professionals	mgl2e	-9

L.2	How many permanent, full-time individuals worked in this establishment? Please include all employees and managers (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).
------------	--

		DON'T KNOW	NOT APPLICABLE
In fiscal year 2010	12	-9	-7
In fiscal year 2007	mgl3	-9	-7
In fiscal year 2004	mgl4	-9	-7

L.5	At the end of fiscal year 2012 , how many permanent full-time individuals working in this establishment in the following categories were female?
------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent workers in managers & professionals	15a	-9
Female permanent workers in other categories	15b	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

L.6 How many full-time temporary employees did this establishment employ throughout **2012**?
(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	DON'T KNOW (SPONT .)
Full-time seasonal or temporary workers employed last fiscal year	16	-9
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	

**GO TO QUESTION MGL.5
OR IF DO NOT KNOW**

L.6a How many full-time temporary employees employed throughout **2012** was 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 temporary employees in fiscal year **2012**?

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

MGL.5 How many **full-time (temporary and permanent)** employees employed throughout fiscal year **2012** were non Malagasy?

	Number
Non-Malagasy full-time employees	mgl5
ONLY MALAGASY EMPLOYEES	0
DON'T KNOW (SPONTANEOUS)	-9

**GO TO QUESTION L.9a
GO TO QUESTION L.9a**

MGL.5a Did you know of some difficulties encountered by those employees to obtain a work permit?

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

mgl5a

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

L.9a What is the average number of years of education of a typical permanent full-time worker(no manager/professionals) employed in this establishment?

	Number
Average number of years of education of typical worker	19a
DON'T KNOW (SPONTANEOUS)	-9

L.9a2 What is the average number of years of education of a typical female permanent full-time worker (no manager/professionals) employed in this establishment?

	Number
Average number of years of education of typical female worker	19a2
DON'T KNOW (SPONTANEOUS)	-9
NO FEMALE PRODUCTION WORKERS	-7

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

MGL.6 How satisfied are you with the skills of workers in the each of the following categories?
SHOW CARD 21
INTERVIEWER: RECORD -7 FOR THE CATEGORIES FOR WHICH THERE ARE NO WORKERS

		Very Satisfi ed	Satisfie d	Neither satisfied nor dissatisf ied	Dissatis fied	Very dissatisf ied	DON'T KNOW (SPONT.)	DOES NOT APPL Y
Managers & professionals	mgl6a	1	2	3	4	5	-9	-7
Unskilled workers	mgl6b	1	2	3	4	5	-9	-7

L.10 Over fiscal year **2012**, did this establishment have formal training programs for its permanent, full-time employees?

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

GO TO QUESTION MGL.8
GO TO QUESTION MGL.8

110

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

L.11 Referring to the training programs run over fiscal **2012** 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)
Full time employees with formal training	111%	0	-9

MGL.7 Over fiscal year **2012**, how much did you pay?

In-house training	mgl7a
External training	mgl7b
DON'T KNOW (SPONTANEOUS)	-9

MGL.8 In fiscal year fiscal year 2012, how many **permanent, full-time** workers did this establishment hire?

	Number
Permanent, full-time workers hired	mgl8
DON'T KNOW (SPONTANEOUS)	-9

MGL.9 **In fiscal year 2012**, how many **permanent full-time** workers were terminated or left this establishment, regardless of the reason?

	Number
Number of permanent full-time workers terminated or left	mgl9
NO WORKER TERMINATED OR LEFT	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION MGL.11

GO TO QUESTION MGL.11

MGL.10 In fiscal year 2012, out of the workers that were terminated or left this establishment how many were terminated or left because of the following reason? **SHOW CARD 22**

	Number	DON'T KNOW (SPONT.)
Terminated due to lack of skills/low productivity	mgl10a	-9
Left employment for other firms and/or higher wages	mgl10b	-9
Left for other geographical regions	mgl10c	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

MGL.11 In fiscal year fiscal year 2012, how many days of work were lost to strikes or other forms of labor disputes?

	Number
Number of lost days	mgl11
DON'T KNOW (SPONTANEOUS)	-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 22
	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 22

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Labor regulations l30a	0	1	2	3	4	-9	-7
Inadequately educated workforce l30b	0	1	2	3	4	-9	-7

MGL.12 Using this card, please indicate the degree of difficulty in finding workers that have the following skills: **SHOW CARD 23**

Skills	Easy to find	Neither easy nor difficult	Difficult to find	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Interpersonal and communication skills mgl12a	1	2	3	-9	-7
Writing skills mgl12b	1	2	3	-9	-7
Work ethic and commitment mgl12c	1	2	3	-9	-7
English/French skills mgl12d	1	2	3	-9	-7
Computer skills / General IT skills mgl12e	1	2	3	-9	-7
Technical skills, other than computers / vocational, job-specific skills mgl12f	1	2	3	-9	-7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1 By looking at card **25** 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 CARD25**
INTERVIEWER: 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

By looking at card **24** can you tell me which of elements of the business environment included in the list, if any, currently represents the second biggest obstacle faced by this establishment **SHOW CARD 24**
INTERVIEWER: DO NOT READ OUT

Second biggest obstacle	m1b
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
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QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

MG1. PROJECT INTEGRE DE CROISSANCE

READ THIS SECTION ONLY IF THE RESPONDENT IS LOCATED IN NOSY BE OR FORT DAUPHIN OR ANTIRABE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about a World Bank project that was launched in 2005 and is often referred to as ProjetIntegre de Croissance. The objective of the project was to stimulate economic growth in Madagascar, with a particular emphasis on the tourism and mining industries. The project attempted to achieve these goals through targeted interventions in Nosy Be and Fort Dauphin. These interventions included efforts to build new ports, rehabilitate roads, expand access to reliable sources of water and electricity, and to improve waste management. The project also worked with Malagasy banks to expand access to credit. Finally, the project worked with various government agencies to establish and administer training programs designed to give managers and employers the skills necessary to operate successful businesses.

MG1.1 Did you or any of your employees benefit from the ProjetIntegre de Croissance ?

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

GO TO QUESTION MG2.1

GO TO QUESTION MG2.1

mg13

MG1.2 Which intervention did you and your employees benefit from?**SHOW CARD 25**

	YES	NO	DON'T KNOW (SPONTANEOUS)
Entrepreneurship training mg12a	1	2	-9
Business and accounting training mg12b	1	2	-9
Export and marketing training mg12c	1	2	-9
Languages skills training mg12d	1	2	-9
Personal development training mg12e	1	2	-9
Rural entrepreneurship and agricultural training mg12f	1	2	-9
Mining and lapidary training mg12g	1	2	-9
Matching grant for new and on-going projects mg12h	1	2	-9
Textile and garment skills training mg12i	1	2	-9
Hospitality and tourism related training and supports mg12j	1	2	-9
ICT training mg12k	1	2	-9
Support to access to land mg12l	1	2	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

MG2. CONSTRAINTS FACED BY NEW FIRMS

MG2.1 Did this establishment start operating in **the last two years**?

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

GO TO QUESTION MG3.1

GO TO QUESTION MG3.1

mg21

MG2.2 Using this card, please indicate the degree of difficulty in starting a business in your region:**SHOW CARD 27**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Access to financem mg22a	0	1	2	3	4	-9	-7
Property titling mg22b	0	1	2	3	4	-9	-7
Cost to go through the procedure mg22c	0	1	2	3	4	-9	-7
Time to go through the procedure mg22d	0	1	2	3	4	-9	-7
Obtaining a construction permit mg22e	0	1	2	3	4	-9	-7
Getting electricity mg22f	0	1	2	3	4	-9	-7
Getting water mg22g	0	1	2	3	4	-9	-7
Getting an operating license mg22h	0	1	2	3	4	-9	-7
Other ----- mg22x -----	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

MG3. INVESTOR CONFIDENCE

MG3.1 Three years from now, what do you expect your establishment's sales to be compared with today?

Lower than today	1
Same as today	2
Slightly higher	3
Much higher	4
DON'T KNOW (SPONTANEOUS)	-9

mg31

MG3.2 Three years from now, do you expect your establishment to...

Fire a lot of people	1
Fire a few people	2
Have roughly the same number of employees	3
Hire a few people	4
Hire a lot of people	5
DON'T KNOW (SPONTANEOUS)	-9

mg32

MG3.3 Given expected business operating conditions, how much would you invest over the next three years? In local currency unit

	ARIARY
Investment in the next three years	mg33
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

N.2 From this establishment's Income Statement for fiscal year **2012** please provide the following information:
SHOW CARD 28

	ARIARY	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	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:

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
Are in some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	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

a18

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

Hour	Minutes

a19h

a19m