

QUESTIONNAIRE NUMBER **id**

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**THE WORLD BANK ENTERPRISE SURVEY**  
*Guatemala Manufacturing Module (2017)*

**FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR ENSURING THE INFORMATION ON THIS PAGE IS ACCURATE AND COMPLETE.**

**INFORMATION ACQUIRED PRIOR TO SCREENING:**

<b>Sampling Information [MATCHES WBG PROGRESS REPORT]</b>	
Sampling sector	<b>a4a</b>
Sampling size	<b>a6a</b>
Sampling location	<b>a2</b>
Panel	<b>panel</b>

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

A.4 Industry		Screener sector <b>a4b</b>	Questionnaire <b>FROM A4B</b>
<b>Manufacturing</b>	Food	15	<b>a0</b>  1 - manufacturing
	Tobacco	16	
	Textiles	17	
	Garments	18	
	Leather	19	
	Wood	20	
	Paper	21	
	Publishing, printing, and Recorded media	22	
	Refined petroleum product	23	
	Chemicals	24	
	Plastics & rubber	25	
	Non metallic mineral products	26	
	Basic metals	27	
	Fabricated metal products	28	
	Machinery and equipment (29-30)	29	
	Electronics (31-32)	31	
	Precision instruments	33	
	Transport machines (34-35)	34	
Furniture	36		
Recycling	37		
<b>Retail</b>	Retail	52	2 - retail
<b>Other Services</b>	Wholesale	51	3 - other services
	IT	72	
	Hotel and restaurants: section H	55	
	Services of motor vehicles	50	
	Construction Section F:	45	
	Transport Section I: (60-64)	60	

<b>A.3a</b>	<b>Screener Region</b> <b>a3a</b>	<b>A.6</b>	<b>Screener Size</b> <b>a6b</b>
Greater Guatemala City	1	Micro <5	0
Rest of the country	2	Small >=5 and <=19	1
		Medium >=20 and <=99	2
		Large >=100	3

**A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]****INFORMATION AUTOMATICALLY GENERATED**

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

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

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

A.12 Interviewer code **a12** A.1A Language **a1a**

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A.3x Name of City/town/village

**INTERVIEWR**

	<b>a3x</b>
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**UPDATE IF INCORRECT****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in **Guatemala**. 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.

**A. CONTROL INFORMATION**

A.7	Is this establishment part of a larger firm? (larger firms include several distinct locations or establishments, including branch offices or production, distribution, or sales sites)
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Yes	1	<b>SKIP TO B.1</b>
No	2	
		<b>a7</b>

A.7c	Does this headquarters location engage in production or sales at this location?
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Yes	1	<b>TERMINATE</b>
No	2	
		<b>a7c</b>

A.7a	How many establishments are part of the firm?
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Number of establishments	<b>a7a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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A.7b	Is this establishment the headquarters location?
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Yes	1	<i><b>SKIP TO A9</b></i>
No	2	

<b>a7b</b>
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A.11	Are the financial statements of the headquarters location separate from the rest of establishments?
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Yes	1	<i><b>SKIP TO B.1</b></i>
No	2	

<b>all</b>
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A.9	Are this establishment's financial statements prepared separately from headquarters' statements?
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Yes	1	
No	2	

<b>a9</b>
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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
<b>OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**IF 100%  
TERMINATE**

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

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

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

**SKIP TO B.5**

**SKIP TO B.5**

**b4**

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**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION b4a.**

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

	Percent
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.**

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

**b6a**

**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>

**TERMINATE**

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

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

**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>SKIP TO C.3</b>
<b>STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>SKIP TO C.3</b>
		<b>b8</b>

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

Specify 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>
		<b>c3</b>

**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>	<b>c5</b>

**C.6** Over fiscal year **2016**, 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>
		<b>c6</b>

**C.7** In a **typical** month, over fiscal year **2016**, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	<b>c7</b>	<i>IF 0, GO TO QUESTION C.9</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.9</i>



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

	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>LESS THAN ONE MINUTE</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

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

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

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

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

**C.10** Over the course of fiscal year **2016**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION LAC.C10b</b> <b>GO TO QUESTION LAC.C10b</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c10**

**C.11** In fiscal year **2016**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

**LAC.C.11a** In a typical month, over fiscal year **2016**, what was the cost per kilowatt hour (KWh) of electricity obtained from a private or shared generator?

	Quetzal	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOES NOT APPLY (SPONTANEOUS)</b>
Private or shared generator	<b>LACc11a</b>	<b>-9</b>	<b>-7</b>

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**LAC.C.10b** Over the course of fiscal year **2016**, did this establishment use electricity from solar panels?

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

*GO TO QUESTION LAC.C11c*  
*GO TO QUESTION LAC.C11c*

**c10**

**LAC.C.11b** In a typical month, over fiscal year **2016**, what was the cost per kilowatt hour (KWh) of electricity obtained from solar panels?

	Quetzal	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Solar panels	<b>LACc11b</b>	<b>-9</b>	<b>-7</b>

**LAC.C.11c** In a typical month, over fiscal year **2016**, what was the cost per kilowatt hour (KWh) of electricity obtained from the public grid?

	Quetzal	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Public grid	<b>LACc11c</b>	<b>-9</b>	<b>-7</b>

**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>

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<b>C.14</b>	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>

**c14**

<b>C.15</b>	Over fiscal year <b>2016</b> , did this establishment experience insufficient water supply for production?
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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 LAC.C18**  
**GO TO QUESTION LAC.C19**  
**GO TO QUESTION LAC.C18**

**c15**

<b>C.16</b>	In a typical month, over fiscal year <b>2016</b> , how many incidents of insufficient water supply did this establishment experience?
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	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 LAC.C18**  
**GO TO QUESTION LAC.C18**

<b>C.17</b>	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>

<b>LAC.C.18</b>	In fiscal year <b>2016</b> , what percentage of this establishment's water supply, used in the production process, was from the following? <b>SHOW CARD 3</b>
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	Percent
Water from public sources	<b>c18</b> %
Your own well or shared well	<b>LACc18a</b> %
Purchased from private vendors	<b>LACc18b</b> %
Other	<b>LACc18c</b> %
	<b>100 %</b>

<b>0</b>									
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**LAC.C.19** Over fiscal year **2016**, did this establishment experience telecommunications interruptions?

Yes	1	
No	2	<i>GO TO QUESTION C22a</i>
The establishment does not use telecommunications in its operations	<b>-7</b>	<i>GO TO QUESTION C22a</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C22a</i>

**LACc19**

**LAC.C.20** In a typical month, over fiscal year **2016**, how many telecommunications interruptions did this establishment experience?

	Number	
Number of incidents of telecommunications interruptions in a typical month	<b>LACc20</b>	<i>IF 0, GO TO QUESTION C22a</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C22a</i>

**LAC.C.21** How long did these telecommunications interruptions last on average?

	Hours	Minutes
Average duration of telecommunications interruptions	<b>LACc21a</b>	<b>LACc21b</b>
<b>LESS THAN ONE MINUTE</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</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**

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<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? <b>SHOW CARD 4</b></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? <b>SHOW CARD 4</b></p>
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	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 fiscal year **2016**, 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**

	<b>d1a1a</b>	<b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b>	
Manufacturing of	1		<b>d1a1x</b>
Retail trade of	2		
Wholesale trade of	3		
Construction of	4		
Hotel or restaurant	5		
Provide services of	6		

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

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

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

**D.2** In fiscal year **2016**, what were this establishment’s total annual sales for **ALL** products and services?

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

**N.3** Looking back at the end of fiscal year **2014**, what were total annual sales for this establishment?

	Quetzal
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** Coming back to fiscal year **2016**, what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)**  
**SHOW CARD 5**

	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 LAC.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 fiscal year **2016**, 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>

**LAC.D4** In fiscal year **2016**, when this establishment exported goods directly, what was the **longest** number of days it took 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
Longest number of days to clear customs	<b>LACd4</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>

<b>D.5a</b>	In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>

**d5a**

<b>D.6</b>	In fiscal year <b>2016</b> , what percentage of the value of the products exported directly was lost while in transit because of theft?
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	<b>Percent</b>
Losses due to theft as percentage of the value of the products	<b>d6</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>D.7</b>	In fiscal year <b>2016</b> , what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?
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	<b>Percent</b>
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>

<b>LAC.D.7</b>	Over fiscal year <b>2016</b> , did this establishment use export facilitation services or programs?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACd7**

<b>LAC.D.8</b>	Over the next year, does this establishment expect the volume of its direct exports to: <b>INTERVIEWER: READ OUT</b>
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Increase	<b>1</b>
Decrease	<b>2</b>
Stay the same	<b>3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION d8**

**LACd8**



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**LAC.D.9** By what percentage does this establishment expect the volume of its direct exports to change?  
**INTERVIEWER: READ OUT**

Percentage change	<b>LACd9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**LAC.D.10** To what degree is each of the following issues an obstacle for this establishment's capacity to export its products or services. Please answer regardless of whether this establishment currently exports its goods or services.  
**INTERVIEWER: READ OUT**  
**SHOW CARD 6**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Insufficient access to finance <b>LACd10a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Insufficient export guarantees <b>LACd10b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Limited production capacity to meet international demand <b>LACd10c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Lack of staff with training in foreign trade <b>LACd10d</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
High transport costs <b>LACd10e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Lack of appropriate of production inputs <b>LACd10f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
High price of production inputs <b>LACd10g</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**LAC.D.11** In fiscal year **2016**, did the provisions under CAFTA directly affect this establishment's capacity to export its products or services?

Yes	1
No	2
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION D.10**  
**GO TO QUESTION D.10**  
**GO TO QUESTION D.10**

**LACd11**

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**LAC.D.12** Please indicate how provisions under CAFTA affected this establishment’s capacity to export its goods or services  
**INTERVIEWER: READ OUT**

Increased capacity	1
Decrease capacity	2
Capacity stayed the same	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACd12**

**D.10** In fiscal year **2016**, 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 D.12**

**D.11** In fiscal year **2016**, 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>

**D.12** In fiscal year **2016**, 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	<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 D.30a**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year **2016**, imported directly?

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

**GO TO QUESTION D.30a**  
**GO TO QUESTION D.30a**

**d13**

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**D.14** In fiscal year **2016**, 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>

**LAC.D.15** In fiscal year **2016**, when this establishment imported material inputs or supplies, what is the **longest** number of days that it took 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
Longest number of days	<b>LACd15</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.15a** In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs 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>

**d15a**

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

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						<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>

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **2016**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 9**

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 fiscal year **2016**, 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 10**

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

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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?

Yes	1	<i>GO TO QUESTION H.5</i> <i>GO TO QUESTION H.5</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h1**

**H.2** Were any of the new or significantly improved products or services also new for the establishment’s main market?

Yes	1	<i>GO TO QUESTION H.5</i> <i>GO TO QUESTION H.5</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h2**

**H.3** Please describe in detail the **main** new or significantly improved product or service that this establishment introduced during the last three years. The main new or significantly improved product or service is the one that represented the largest proportion of this establishment’s sales in value (not volume) during the last three years.

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h3x**

**H.4** Please describe in detail how the **main** new or significantly improved product or service is different than the most similar product or service, if any, previously produced by this establishment.  
**IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”**

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h4x**

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**H.5** During the last three years, has this establishment introduced any new or significantly improved process, that is:  
 methods of manufacturing products or offering services;  
 logistics, delivery, or distribution methods for inputs, products, or services;  
 or supporting activities for processes?

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

**GO TO QUESTION H.8**  
**GO TO QUESTION H.8**

<b>h5</b>
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**H.6** Please describe in detail the **main** new or significantly improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h6x</b>
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**H.7** Please describe in detail how the **main** new or significantly improved process is different than the most similar process that is or was used by this establishment  
**IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"**

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h7x</b>
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**H.8** During last fiscal year, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?

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

**GO TO SECTION F**  
**GO TO SECTION F**

<b>h8</b>
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QUESTIONNAIRE NUMBER **id**

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<b>H.9</b>	During last fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
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	QUETZAL
Cost of formal research and development activities	<b>h9</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 fiscal year <b>2016</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>LAC.F.1</b>	Relative to the prior fiscal year, that is <b>2015</b> , please indicate if this establishment’s productive capacity increased, decreased, or stayed the same?
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Increased	<b>1</b>
Decreased	<b>2</b>
Stayed the same	<b>3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>LACf1</b>
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<b>F.2</b>	In fiscal year <b>2016</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>



**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 11**

	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 12**

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A 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>

**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	<b>g3</b>
<b>LESS THAN ONE DAY</b>	1
<b>STILL IN PROCESS</b>	-6
<b>APPLICATION DENIED</b>	-5
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

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<b>G.4</b>	In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**g4**

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 13</b>
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						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to land	<b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**I. CRIME**

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

**I.1** In fiscal year **2016**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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

**i1**

**I.2** In fiscal year **2016**, 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	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**LACI.3** In fiscal year **2016**, did this establishment experience losses as a result of **theft or robbery (excluding in transit)** on this establishment's premises?

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

**LACi3**

**LACI.4** In fiscal year **2016**, what were the estimated losses as a result of **theft or robbery (excluding in transit)** 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>LACi4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Quetzal
Total annual value of losses	<b>LACi4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

0								
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**LAC.I.5** What percentage of these incidents of **theft or robbery (excluding in transit)** were reported to the authorities?

Percentage of incidents reported	<b>LACi5 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION LACi7  
GO TO QUESTION LACi7*

**LAC.I.6** What percentage of these incidents of **theft or robbery (excluding in transit)** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi6%</b>
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.I.7** In fiscal year **2016**, did this establishment experience losses as a result of **theft or robbery in transit**?

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

*GO TO QUESTION LACI.11  
GO TO QUESTION LACI.11*

**LACi7**

**LAC.I.8** In fiscal year **2016**, what were the estimated losses as a result of **theft or robbery in transit** either as a percentage of total annual sales or as total annual losses?

	<b>Percent</b>
Losses as percentage of total annual sales	<b>LACi8a %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Quetzal</b>
Total annual value of losses	<b>LACi8b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.I.9** What percentage of these incidents of **theft or robbery in transit** were reported to the authorities?

Percentage of incidents reported	<b>LACi9 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION LACi11  
GO TO QUESTIN LACi11*

**LAC.I.10** What percentage of these incidents of **theft or robbery in transit** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi10%</b>
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**LACI.11** In fiscal year **2016**, did this establishment experience losses as a result of **vandalism or arson**?

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

*GO TO QUESTION LACI.15*  
*GO TO QUESTION LACI.15*

**LACi11**

**LACI.12** In fiscal year **2016**, what were the estimated losses as a result of **vandalism or arson** either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	<b>LACi12a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Quetzal
Total annual value of losses	<b>LACi12b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.I.13** What percentage of these incidents of **vandalism or arson** were reported to the authorities?

Percentage of incidents reported	<b>LACi13</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION LACi5*  
*GO TO QUESTIN LACi5*

**LAC.I.14** What percentage of these incidents of **vandalism or arson** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi14</b> %
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACI.15** In fiscal year **2016**, did this establishment experience losses as a result of **internet fraud or hacking**?

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

*GO TO QUESTION LACI.19*  
*GO TO QUESTION LACI.19*

**LACi15**

**LACI.16** In fiscal year **2016**, what were the estimated losses as a result of **internet fraud or hacking** either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	<b>LACi16a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Quetzal
Total annual value of losses	<b>LACi16b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.I.17** What percentage of these incidents of **internet fraud or hacking** were reported to the authorities?

Percentage of incidents reported	<b>LACi17</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO QUESTION LACi19  
GO TO QUESTIN LACi19**

**LAC.I.18** What percentage of these incidents of **internet fraud or hacking** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi18</b> %
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACI.19** In fiscal year **2016**, did this establishment experience losses as a result of **extortion or payments to gangs**?

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

**GO TO QUESTION LACI.23  
GO TO QUESTION LACI.23**

**LACi19**

**LACI.20** In fiscal year **2016**, what were the estimated losses as a result of **extortion or payments to gangs** either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	<b>LACi20a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Quetzal
Total annual value of losses	<b>LACi20b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

0								
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**LAC.I.21** What percentage of these incidents of **extortion or payments to gangs** were reported to the authorities?

Percentage of incidents reported	<b>LACi21 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION LACi23  
GO TO QUESTIN LACi23*

**LAC.I.22** What percentage of these incidents of **extortion or payments to gangs** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi22%</b>
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACI.23** In fiscal year **2016**, did this establishment experience losses as a result of **worker absenteeism due to violence**?

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

*GO TO QUESTION I.30  
GO TO QUESTION I.30*

**LACi23**

**LACI.24** In fiscal year **2016**, what were the estimated losses as a result of **worker absenteeism due to violence** either as a percentage of total annual sales or as total annual losses?

	<b>Percent</b>
Losses as percentage of total annual sales	<b>LACi24a %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Quetzal</b>
Total annual value of losses	<b>LACi24b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.I.25** What percentage of these incidents of **worker absenteeism due to violence** were reported to the authorities?

Percentage of incidents reported	<b>LACi25 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION I.30  
GO TO QUESTIN I.30*

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**LAC.I.26** What percentage of these incidents of **worker absenteeism due to violence** were resolved by the authorities?

Percentage of incidents resolved	<b>LACi26%</b>
<b>INVESTIGATIONS ARE STILL IN PROCESS</b>	<b>-6</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 13**

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



**K. FINANCE**

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

**K.1** In fiscal year **2016**, 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 fiscal year **2016**, 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 fiscal year **2016**, 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 14**

	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 fiscal year **2016**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	<b>GO TO QUESTION K4B GO TO QUESTION K4B</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k4**

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**N.5A** In fiscal year **2016**, how much did this establishment spend on purchases of new or used machinery, vehicles, and equipment?

	Quetzal	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>n5a</b>	<b>-9</b>

**IF 0, GO TO QUESTION N.5B** **GO TO QUESTION N.5B**

**LAC.N.5** Were any of these purchases spent on upgrading existing machinery, vehicles, and equipment or acquiring new technology?

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

**LACn5**

**N.5B** In fiscal year **2016**, how much did this establishment spend on purchases of and buildings, including expansion and renovations of existing structures?

	Quetzal	DON'T KNOW (SPONTANEOUS)
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year **2016**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 15**

	Percent	Amount QUETZAL	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a%</b>	<b>k5a1</b>	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i %</b>	<b>k5i1</b>	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc%</b>	<b>k5bc1</b>	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e %</b>	<b>k5e1</b>	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f %</b>	<b>k5f1</b>	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj%</b>	<b>k5hdj1</b>	<b>-9</b>
	<b>100%</b>	<b>n5A+n5B</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5 (UNLESS RESPONDENT DOES NOT KNOW)**

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**K.4b** In fiscal year **[insert last complete fiscal year minus one]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

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

**k4b**

**N.5c** In fiscal year **2015**, how much did this establishment spend on purchases of:  
**N.5d** **INTERVIEWER: READ OUT**

	Quetzal	<b>DON'T KNOW (SPONTANEOUS)</b>
New or used machinery, vehicles, and equipment	<b>n5c</b>	<b>-9</b>
Land and buildings, including expansion and renovations of existing structures	<b>n5d</b>	<b>-9</b>

**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	<b>k6</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

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

Yes	1	<b>k7</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

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

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

**k8**

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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 16**

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?

	Quetzal
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>

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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?

	Quetzal
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>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.15d</b>

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

	Quetzal
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 last fiscal year **2016**, did this establishment apply for any lines of credit or loans?

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

**k16**

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

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

**k17**

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**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**

**LAC.K.20** At the time of this most recent application for a line of credit or loan, please indicate which, if any, of the following was the main obstacle?  
**SHOW CARD 18**

No obstacle	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Lack of credit record	6
Poor credit record	7
Other not mentioned above	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACk20**

**K.21** In fiscal year **2016**, 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 19**

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

**J. BUSINESS-GOVERNMENT RELATIONS**

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

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

**J.1** Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".  
**SHOW CARD 20**

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

**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)

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

**J.3** Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

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**

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

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

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

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

	Quetzal
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>



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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 J13</i> <i>GO TO QUESTION J13</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	<b>j12</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	

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

Yes	1	<i>GO TO QUESTION LAC.J.15</i> <i>GO TO QUESTION LAC.J.15</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>

<b>J.15</b>	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

<b>LAC.J.15</b>	Over the last two years, did this establishment submit an application to obtain a municipal permit?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION LAC.J.18**  
**GO TO QUESTION LAC.J.18**

**LACj15**

<b>LAC.J.16</b>	Approximately how many days did it take to obtain this municipal permit from the day of the application to the day it was granted?
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	Days
Wait for municipal permit	<b>LACj16</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>

<b>LAC.J.17</b>	In reference to that application for municipal permit, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**LACj17**

<b>LAC.J.18</b>	Over the last two years, did this establishment submit an application to obtain an environmental permit?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION LAC.J.21**  
**GO TO QUESTION LAC.J.21**

**LACj18**

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**LAC.J.19** | Approximately how many days did it take to obtain this environmental permit from the day of the application to the day it was granted?

	Days
Wait for environmental permit	<b>LACj19</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>

**LAC.J.20** | In reference to that application for environmental permit, was an informal gift or payment expected or requested?

Yes	1	<b>LACj20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	

**LAC.J.21** | Over the last two years, has any law directly affecting this establishment's industry been enacted?

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

**LAC.J.21**

**LAC.J.22** | In reference to these laws, was this establishment or firm involved in a consultation process?

Yes	1	<b>LACj22</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**LAC.J.23** | Was this establishment or firm involved in any organized effort to influence the creation or implementation of these laws?

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

**LACj23**

<b>0</b>								
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**LAC.J.24** Please indicate the main means through which this effort was organized:  
**INTERVIEWER: ONLY ONE ANSWER ALLOWED**  
**SHOW CARD 21**

Law firm	1
Trade union	2
Chamber of commerce	3
Chamber of industry	4
Other business association	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LACj24**

**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 22**

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

**L. LABOR**

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

**L.1** At the end of fiscal year **2016**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers  
 (Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment 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** Looking back, at the end of fiscal year **2014**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers in <b>2014</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2014</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.3** Coming back to fiscal year **2016**, 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>

**L.4** At the end of fiscal year **2016**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Highly skilled production workers	<b>14a1</b>	<b>-9</b>
Semi-skilled production workers	<b>14a2</b>	<b>-9</b>
Unskilled production workers	<b>14b</b>	<b>-9</b>

<b>0</b>									
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**L.5** At the end of fiscal year **2016**, 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>	<b>-9</b>
Female permanent full-time non-production workers	<b>15b</b>	<b>-9</b>

**L.6** How many full-time seasonal or temporary employees did this establishment employ during **2016**? (Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of 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.9b*

*GO TO QUESTION L.9b*

**L.6a** How many full-time seasonal or temporary employees employed during **2016** 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 fiscal year **2016**?

	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.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>

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

<b>0</b>									
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	Value
Number of full time permanent workers who completed secondary school	<b>19b_c</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**LAC.L.9** What is the percentage of full-time permanent workers who completed university or a higher degree?

	Percent
Percentage of full time permanent workers who completed university degree or higher	<b>LACI9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Value
Number of full time permanent workers who completed university degree or higher	<b>LACI9_c</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.10** Over fiscal year **2016**, did this establishment have formal training programs for its permanent, full-time employees?

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

**110**

**LAC.L.11** Over fiscal year **2016**, please indicate which type of training was offered by this establishment.  
**SHOW CARD 23**

Internal only	1	<b>GO TO QUESTION LAC.L.12</b>
External only	2	
Internal and external	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION LAC.L.12</b>

**LACI11**

**L.11** Referring to the training programs run over fiscal year **2016**, what percentage or number of permanent, full-time employees of the following categories received formal training?

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent employees trained	<b>I11a</b> %		<b>I11a1</b>	0	-9
Non-production full-time permanent employees trained	<b>I11b</b> %		<b>I11b1</b>	0	-9

**LAC.L.12** Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills: **SHOW CARD 25**

Skill	Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Interpersonal and communication skills <b>LACI12a</b>	1	2	3	4	-9	-7
Work ethic and commitment <b>LACI12b</b>	1	2	3	4	-9	-7
Writing skills <b>LACI12c</b>	1	2	3	4	-9	-7
English language skills <b>LACI12d</b>	1	2	3	4	-9	-7
Computer skills or general IT skills <b>LACI12e</b>	1	2	3	4	-9	-7
Technical skills, other than computers, vocational, or job-specific skills <b>LACI12f</b>	1	2	3	4	-9	-7

**LAC.L.13** Referring now to the coming year, in the next twelve months, does this establishment expect to increase, decrease, or maintain the number of permanent, full-time employees?

Increase	<b>1</b>	<b>GO TO QUESTION L30</b> <b>GO TO QUESTION L30</b> <b>LAC.L.13</b>
Decrease	<b>2</b>	
Stay the same	<b>3</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**LAC.L.14** Please indicate the change in the number of permanent, full-time employees over the coming year:

	Number	DON'T KNOW (SPONTANEOUS)
Change in the number of permanent, full-time employees	<b>LAC.L.14</b>	-9



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**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 26**

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 26**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations	<b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce	<b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</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>[insert card number]</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 27</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**

**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 **2016**, please provide the following information: **SHOW CARD 28**

	Quetzal	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 cost of electricity	<b>n2b</b>	<b>-9</b>
<b>TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE</b>		
Total cost of sales	<b>n2p</b>	<b>-9</b>

**N.6** From this establishment’s Balance Sheet for fiscal year **2016**, what was the net book value, that is the value of assets after depreciation, of the following:

	Quetzal	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	<b>n6a</b>	<b>-9</b>

**N.7** Hypothetically, if this establishment were to purchase the assets it **uses now**, 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?

	Quetzal	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>

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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:

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:

(Problems occurred/extraordinary circumstances which could influence results)	a17x
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**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**

**a18**

<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**

**INFORMATION COMPLETED BY FIELD MANAGEMENT AFTER INTERVIEW**

**A.5** Sector match between screener information (a4b) and sample frame (a4a) **a5**

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

**INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD**

Is this city the official capital city?	<b>a3b</b>	Is this city the main business city?	<b>a3c</b>	Size of locality	<b>a3</b>
Yes	1	Yes	1	<b>[IF A3C=1 CODE A3=1]</b>	1
No	2	No	2	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

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

<b>D.1a2</b>	<b>PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.</b>
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<b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b>	<b>Code</b>
	<b>d1a2</b>

**PLEASE ENSURE ALL VALUES ARE VERIFIED BY SUPERVISOR AND MANAGEMENT. REVIEW SALES AND ACCOUNTING FIGURES AND DESCRIPTIONS FOR ACCURACY.**

**A.13** Supervisor code

**a13**

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