

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY
Guatemala Services Module (2017)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information	[CODES FROM WBG PROGRESS REPORT]
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	panel

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

A.4 Industry		Screener sector a4b	Questionnaire a0 FROM A4B
Manufacturing	Food	15	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		
Retail	Retail	52	2 - retail
Other Services	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	

A.3a	Screener Region a3a	A.6	Screener Size a6b
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

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

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

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

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A.3x Name of City/town/village

INTERVIEWR

	a3x
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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)

Yes	1
No	2

SKIP TO B.1

a7

A.7c Does this headquarters location engage in production or sales at this location?

Yes	1
No	2

TERMINATE

a7c

A.7a How many establishments are part of the firm?

Number of establishments	a7a
DON'T KNOW (SPONTANEOUS)	-9

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A.7b Is this establishment the headquarters location?

Yes	1	<i>SKIP TO A9</i>
No	2	

a7b

A.11 Are the financial statements of the headquarters location separate from the rest of establishments?

Yes	1	<i>SKIP TO B.1</i>
No	2	<i>SKIP TO B.1</i>

a11

A.9 Are this establishment's financial statements prepared separately from headquarters' statements?

Yes	1	a9
No	2	

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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)

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

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

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	b4a
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
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

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

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

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

b6a

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

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

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	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

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

b7a

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

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

SKIP TO C.3

SKIP TO C.3

b8

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

Specify Certifications	b8x
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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>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.6</i>

c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	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

C.6 Over fiscal year **2016**, did this establishment experience power outages?

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

c6

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	c7	<i>IF 0, GO TO QUESTION C.9</i>
DON'T KNOW (SPONTANEOUS)	-9	<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	c8a	c8b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-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

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

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

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

GO TO QUESTION LAC.C10b
GO TO QUESTION LAC.C10b

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	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Private or shared generator	LACc11a	-9	-7

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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
DON'T KNOW (SPONTANEOUS)	-9

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	LACc11b	-9	-7

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	LACc11c	-9	-7

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

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

GO TO QUESTION LACc19
GO TO QUESTION LACc19

c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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

c14

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LAC.C.19 Over fiscal year **2016**, did this establishment experience telecommunications interruptions?

Yes	1	<i>GO TO QUESTION C22a</i> <i>GO TO QUESTION C22a</i> <i>GO TO QUESTION C22a</i> LACc19
No	2	
The establishment does not use telecommunications in its operations	-7	
DON'T KNOW (SPONTANEOUS)	-9	

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	LACc20	<i>IF 0, GO TO QUESTION C22a</i>
DON'T KNOW (SPONTANEOUS)	-9	<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	LACc21a	LACc21b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-9

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

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

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

Yes	1	c22b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

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

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

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In fiscal year **2016**, 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., “DATA CONSULTING IT SERVICES” NOT JUST IT SERVICES

	d1a1a	Description	
Manufacturing of	1		d1a1x
Retail trade of	2		
Wholesale trade of	3		
Construction	4		
Hotel or restaurant	5		
Provide services of	6		

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

	Percent
Percentage of sales represented by main activity or product	d1a3
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 **2016**, what were this establishment’s total annual sales for all products and services?

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

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

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

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D.3 Coming back to fiscal year **2016**, what percentage of this establishment's sales were:
SHOW CARD 4

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	<i>IF 100% GO TO QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO QUESTION D.8</i>
	100%		

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

LAC.D.7 Over fiscal year **2016**, did this establishment use export facilitation services or programs?

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

LACd7

LAC.D.8 Over the next year, does this establishment expect the volume of its direct exports to:
INTERVIEWER: READ OUT

Increase	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION d8

LACd8

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

Percentage change	LACd9
DON'T KNOW (SPONTANEOUS)	-9

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

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 5
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Insufficient access to finance LACd10a	0	1	2	3	4	-9	-7
Insufficient export guarantees LACd10b	0	1	2	3	4	-9	-7
Lack of staff with training in foreign trade LACd10	0	1	2	3	4	-9	-7
High transport costs LACd10	0	1	2	3	4	-9	-7

LAC.D.11	In fiscal year 2016 , did the provisions under CAFTA directly affect this establishment's capacity to export its products or services?
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Yes	1	GO TO QUESTION D.10 GO TO QUESTION D.10 GO TO QUESTION D.10
No	2	
DOES NOT APPLY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	

LACd11

LAC.D.12	Please indicate how provisions under CAFTA affected this establishment's capacity to export its goods or services INTERVIEWER: READ OUT
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Increased capacity	1	LACd12
Decrease capacity	2	
Capacity stayed the same	3	
DON'T KNOW (SPONTANEOUS)	-9	

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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	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 **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	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

D.12 In fiscal year **2016**, as a proportion of all material inputs, supplies, or finished goods and materials purchased to resell purchased that year, what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: **SHOW CARD 6**

	Percent	DON'T KNOW (SPONTANEOUS)	
Material inputs, supplies, or finished goods and materials purchased to resell of domestic origin	d12a %	-9	
Material inputs, supplies, or finished goods and materials purchased to resell of foreign origin	d12b %	-9	IF 0, GO TO QUESTION D.16
	100%		

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

D.13 Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year **2016**, imported directly?

Yes	1	
No	2	GO TO QUESTION D.30a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION D.30a

d13

D.14 In fiscal year **2016**, when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, 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	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 7**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 7**

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

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E. DEGREE OF COMPETITION

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 7**

	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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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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.5
GO TO QUESTION H.5

h1

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

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

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 it 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
DON'T KNOW (SPONTANEOUS)	-9

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

h5

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h6x
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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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h7x
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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
DON'T KNOW (SPONTANEOUS)	-9

GO TO SECTION F
GO TO SECTION F

h8

H.9 During last fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

	QUETZAL
Cost of formal research and development activities	h9
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

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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 8**

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

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

G.1 Of the **land** occupied by this establishment, what percent is: **SHOW CARD 9**

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

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	GO TO QUESTION G.5 GO TO QUESTION G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
	g2	

G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

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

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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

GO TO G30
g5a

SPECIFY UNITS

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

g5b

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 10**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

I. CRIME

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

I.1 In fiscal year **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>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	LACi4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi4b
DON'T KNOW (SPONTANEOUS)	-9

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	LACi5 %
DON'T KNOW (SPONTANEOUS)	-9

*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	LACi6%
INVESTIGATIONS ARE STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

LACi7

LACI.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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi8b
DON'T KNOW (SPONTANEOUS)	-9

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

Percentage of incidents reported	LACi9 %
DON'T KNOW (SPONTANEOUS)	-9

*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	LACi10%
INVESTIGATIONS ARE STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER id

0									
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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
DON'T KNOW (SPONTANEOUS)	-9

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	LACi12a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi12b
DON'T KNOW (SPONTANEOUS)	-9

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

Percentage of incidents reported	LACi13 %
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION LACi15
GO TO QUESTIN LACi15

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

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

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

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

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	LACi16a %
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER **id**

0									
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PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi16b
DON'T KNOW (SPONTANEOUS)	-9

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

Percentage of incidents reported	LACi17 %
DON'T KNOW (SPONTANEOUS)	-9

*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	LACi18%
INVESTIGATIONS ARE STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

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

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

*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	LACi20a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi20b
DON'T KNOW (SPONTANEOUS)	-9

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

Percentage of incidents reported	LACi21 %
DON'T KNOW (SPONTANEOUS)	-9

*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	LACi22%
INVESTIGATIONS ARE STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

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

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

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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	QUETZALS
Total annual value of losses	LACi24b
DON'T KNOW (SPONTANEOUS)	-9

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

Percentage of incidents reported	LACi25 %
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION I.30

GO TO QUESTIN I.30

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

Percentage of incidents resolved	LACi26%
INVESTIGATIONS ARE STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER **id**

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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 11
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder i30	0	1	2	3	4	-9	-7

K. FINANCE

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

K.1 In fiscal year **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?	k1c %	-9

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?	k2c %	-9

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 12

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

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

K.4 In fiscal year **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	GO TO QUESTION K4B GO TO QUESTION K4B
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

QUESTIONNAIRE NUMBER **id**

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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?

	QUETZALS	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5a	-9

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
DON'T KNOW (SPONTANEOUS)	-9

LACn5

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

	QUETZALS	DON'T KNOW (SPONTANEOUS)
Land and buildings	n5b	-9

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 13

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

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

QUESTIONNAIRE NUMBER **id**

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K.4b 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	<i>GO TO QUESTION K.6</i> <i>GO TO QUESTION K.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

N.5c In fiscal year **2016**, how much did this establishment spend on purchases of:
N.5d **INTERVIEWER: READ OUT**

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

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	k6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	k7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	
DON'T KNOW (SPONTANEOUS)	-9	

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 14**

Private commercial banks	1	k9
State-owned banks or government agency	2	
Non-bank financial institutions	3	
Other	4	
DON'T KNOW (SPONTANEOUS)	-9	

0									
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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	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11 Referring only to this most recent line of credits or loan, what was its value at the time of approval?

	QUETZALS
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

	QUETZALS
Value of collateral	k15 a
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER id

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

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

GO TO QUESTION K.15d

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

	QUETZALS
Total value of open lines of credit or outstanding loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

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

k15d

K.16 Referring again to the last fiscal year **2016**, did this establishment apply for any lines of credit or loans?

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

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 15

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

k17

QUESTIONNAIRE NUMBER id

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

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 16

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

k21

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 17**

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

0									
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J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statement: "The court system is fair, impartial, and uncorrupted".
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/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

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

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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?

	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

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

QUESTIONNAIRE NUMBER id

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

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

GO TO QUESTION J.13
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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION LAC.J.15
GO TO QUESTION LAC.J.15

j13

J.14 Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

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

0									
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J.15 In reference to that application for an operating license, was an informal gift or payment expected or requested?

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

j15

LAC.J.15 Over the last two years, did this establishment submit an application to obtain a municipal permit?

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

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

LACj15

LAC.J.16 Approximately how many days did it take to obtain this municipal permit from the day of the application to the day it was granted?

	Days
Wait for municipal permit	LACj16
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

LAC.J.17 In reference to that application for municipal permit, was an informal gift or payment expected or requested?

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

LACj17

LAC.J.18 Over the last two years, did this establishment submit an application to obtain an environmental permit?

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

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

LACj18

0									
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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	LACj19
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

LACj20

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

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

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

LAC.J.21

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

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

LACj22

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

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

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

LACj23

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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 19

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

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 20

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

L. LABOR

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

L.1 At the end of fiscal year **2016**, how many permanent, full-time individual 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 INTERVIWEE IF APPLICABLE).

	Number
Permanent, full-time workers end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

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 INTERVIWEE IF APPLICABLE).**

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

L.5 Coming back to fiscal year **2016**, how many permanent full-time individuals that worked in this establishment were female?

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

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	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b

GO TO QUESTION L.9b

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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	16a
DON'T KNOW (SPONTANEOUS)	-9

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	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b What is the percentage of full-time permanent workers who completed secondary school?

	Percent
Percentage of full time permanent workers who completed secondary school	19b
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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	LACI9
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

QUESTIONNAIRE NUMBER **id**

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L.10 Over fiscal year **2016**, 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 LAC.L.12
GO TO QUESTION LAC.L.12

110

LAC.L.11 Over fiscal year **2016**, please indicate which type of training was offered by this establishment.
SHOW CARD 22

Internal only	1
External only	2
Internal and external	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION LAC.L.12

GO TO QUESTION LAC.L.12

LAC11

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 LAC112a	1	2	3	4	-9	-7
Work ethic and commitment LAC112b	1	2	3	4	-9	-7
Writing skills LAC112c	1	2	3	4	-9	-7
English language skills LAC112d	1	2	3	4	-9	-7
Computer skills or general IT skills LAC112e	1	2	3	4	-9	-7
Technical skills, other than computers, vocational, or job-specific skills LAC112f	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	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L30
GO TO QUESTION L30

LAC.L.13

QUESTIONNAIRE NUMBER id

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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	LAC.L.14	-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 25**

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 25**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at card **[insert card number]** can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 26**
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

Rotation (option 1, 2 or 3)	m1d
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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:

READ OUT

	QUETZALS	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual cost of electricity	n2b	-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 id

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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:

a17x

QUESTIONNAIRE NUMBER **id**

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(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
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Hour	Minutes

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?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	[IF A3C=1 CODE A3=1]	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

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

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

A.13 Supervisor code **a13**

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