



ADMINISTRATIVE AND REGULATORY COSTS AND THE INVESTMENT CLIMATE IN BULGARIA

PRIVATE ENTERPRISE SURVEY

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey..

T1. Interviewer's code:
Number of region Number of Interviewer Number of company for Interviewer

T2. Number of the interview:
Sample # of the company

Sofia,
January – February 2004

GENERAL INFORMATION

Questions A1 to A6 apply to your entire firm, including all its establishments (factories, stores and/or service outlets)

A1. IN WHAT YEAR DID YOUR FIRM BEGIN OPERATIONS IN THIS COUNTRY?:

year

A2. WHAT IS THE CURRENT LEGAL STATUS OF YOUR FIRM?

- 1 Sole proprietorship
- 2 Partnership
- 3 PLC
- 4 Limited company
- 5 Other (please, specify:.....)

A3. WHAT PERCENTAGE OF YOUR FIRM IS

		NA	DK/NA
Owned by <u>Bulgarian private</u> companies or individuals	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Owned by <u>Foreign private</u> companies or individuals	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
State owned	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Other (please, specify:.....)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Total	100%		

A4. WAS YOUR FIRM PREVIOUSLY OWNED BY THE GOVERNMENT (THE STATE)?

- | | | |
|---|------------------|--------------------------|
| 1 | Yes | Continue with A4A |
| 2 | No | Skip to A5A |
| 9 | No answer/Refuse | |

A4A. WHEN THE ENTERPRISE WAS PRIVATIZED:

Year 9999 Don't know/No answer

A5A. WHAT PERCENTAGE OF YOUR FIRM IS OWNED BY THE LARGEST SHAREHOLDER OR OWNER?

%

- 998 The enterprise have no shareholders
 999 Don't know/No answer

A6A. HOW MANY ESTABLISHMENTS (SEPARATE OPERATING FACILITIES) DOES YOUR FIRM HAVE IN THIS COUNTRY?

establishments

- 0 The enterprise have no establishments 999 Don't know/No answer

A6B. DOES YOUR FIRM HAVE HOLDINGS OR OPERATIONS IN OTHER COUNTRIES OUTSIDE BULGARIA?

- 1 Yes
 2 No
 9 No answer/Refuse

All questions from to A7 apply for this establishment (factory, store or service outlet).

A7. WHERE ARE IS THIS ESTABLISHMENT AND YOUR HEADQUARTERS LOCATED IN BULGARIA?

To be filled by interviewers .

		Establishment	Headquarters
A.	Name of the settlement		
B.	Municipality		
C.	Region:		

A7A. THE LOCATION OF THE ENTERPRISE IS IN:

- 1 Sofia
 2 Settlement between 250 000 u 1 mln.inhabitants
 3 Settlement between 50 000 u 250 000 inhabitants
 4 Settlement between under 50 000 people

D.	This establishment:	1	2	3	4
E.	Headquarters (if different):	1	2	3	4

A8. WHAT IS YOUR MAIN PRODUCT LINE? IF THE ENTERPRISE HAS MORE THAN ONE ACTIVITY (PRODUCT LINES PLEASE SPECIFY THE MAIN .

To be filled by interviewers .

Your main product line:

.....

Block B. SALES AND SUPPLIES

B11A. WHAT PERCENT OF YOUR ESTABLISHMENT'S SALES ARE::

					No share	DK/NA	
1	Sold domestically (in Bulgaria)	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	0	999
2	Exported directly	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	0	999
3	Exported indirectly (through a distributor)	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	0	999
	Total	100%					

Questions B11_1 and B11_2 are to be applied only to enterprises which export i.e. those who mentioned a share different of "0" on rows B11A_2 and B11A_3

B11B_1. WHAT WAS THE YEAR YOUR ESTABLISHMENT FIRST EXPORTED:

Year

B11B_2. WHICH COUNTRIES ARE THE BIGGEST DESTINATIONS FOR YOUR EXPORTS?

Please show up to 3 countries.

1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
9	<i>No answer/Refuse</i>		

B13A AFTER DELIVERY OF INPUTS/RAW MATERIALS FOR YOUR MAIN PRODUCTION LINE, HOW MANY DAYS DO YOU NEED TO CHECK THE SHIPPING DOCUMENTS ?

B13B AND HOW MANY DAYS DO YOU HAVE FOR INTERNAL AND LAB TESTING OF DELIVERED INPUTS?

B13A Inventory				B13B Internal testing			
<input type="text"/>	<input type="text"/>	<input type="text"/>	days	<input type="text"/>	<input type="text"/>	<input type="text"/>	days

98 *We do not use input materials or supplies*

99 *Don't know/No answer*

B14 WHAT PERCENT OF YOUR PURCHASED MATERIAL INPUTS/SUPPLIES ARE OF LOWER THAN AGREED UPON QUALITY? :

%

997 *No supplies with lower quality*

998 *We do not use input materials or supplies*

999 *Don't know/No answer*

B15 APPROXIMATELY, WHAT PERCENTAGE OF SALES IN THE LAST YEAR WERE LOST DUE TO DELIVERY

DELAYS FROM SUPPLIERS?

% of all sales 997 *No lost due to delivery delay*
 998 *We do not use input materials or supplies* 999 *Don't know/No answer*

AD1. ACCORDING TO YOU, DOES YOUR PRODUCTS MEET THE COMPETITATIVE REQUIREMENTS ON THE FOLLOWING MARKETS

	AD1_1 Bulgarian markets	AD1_2 European markets	AD1_3 World markets
Yes	1	1	1
No	2	2	2
<i>Not sure</i>	3	3	3
<i>We do not sell on this market</i>	4	4	4
<i>No answer</i>	9	9	9

AD2. ARE YOU PERSONALLY ENOUGH INFORMED ABOUT NATIONAL PROJECTS RELATED TO BUSINESS ENCOURAGEMENTS, ?

- 1 Yes, entirely
- 2 Yes, somehow
- 3 No, never heard about them
- 9 *No answer/Refuse*

AD3. CAN YOU TELL ME WHETHER YOUR BUSINESS WILL DEVELOP WHEN BULGARIA JOINS THE EU?

- 1 Yes, my business will develop
- 2 My business will stay the same
- 3 My business will become worse
- 9 *No answer/Refuse*

AD4. IS YOUR COMPANY STRONG TO RESIST THE COMPETITATIVE PRESSURE OF THE EUROPEAN COMMON MARKET AFTER JOINING EU?

- 1 Yes
- 2 No
- 9 *No answer/Refuse*

AD5. WHAT WILL BE THE IMPACT ON YOUR BUSINESS?

Write down up to 3 answers.

.....

.....

.....

99 *Don't know/No answer*

Code book

Of question AD5 “What will be the impact of the the competitive pressure of the European Common Market after joining EU on your business

CODE	
01	Negative. Unfavorable. Not good. Bad. My business will be worse
02	My business will suffer some losses. There will be losses in production, in main activity. Most of products/activities will be canceled. Rejects, waster products will be increased. The enterprise will cease to exist in the form as it is now.
03	Smaller enterprises will bankrupt. Small and medium business will be destroyed Only large enterprises will stay
04	Market shrinkage due to European goods invasion. It will be hard for me to stay on market. The competition will be ravaging and fierce; it is possible to lose my market. The competitiveness of Bulgarian business will be decreased. We will lose clients. Market demand for our goods will fall down. The feasibility of our activity will decrease
05	All activities should mach the EU criteria, their regulations – higher standards, requirements and control in all aspects, main production quotas etc. We must comply with European bureaucracy.
06	Positive impact. Favorable conditions for development of business The opportunities for making business will increase. It will stimulate the development of the enterprise. Revenues and profit will be increased. New objective criteria will be imposed; the affect of “no principle” involvement will be limited. We will integrate with other European enterprises
07	Positive impact on main activity parameters and the organization. The quantity and quality of production will increase. The productivity will increase. The wage will increase. Not feasible production lines will be canceled.
08	Enlargement of markets. Limitation the unfair competition.
09	Subsidiary and external financing for the Bulgarian enterprises will be increased. Protection of Bulgarian business.
10	Rise of quality. Stable and high standards for quality. Maintaining higher quality.
11	I don't have worries. The competition won't be a problem. We are competitive even now. I can resist the competition of the open EU market. We are playing on EU markets at the moment. It represents no threat for us. There is only fair competition in my business. Foreigners are buying from us at the moment.
12	It will not have any impact. It will not change anything. No significant impact. I do not expect any changes. It will remain as it is now. I hope there will be a space for the small enterprises. It will not have any impact, if the government is financing us.
13	The implication of new technologies, machinery equipment and product lines More effective and modern equipment. Current equipment is old which decreases the competitiveness.
14	Will be forced to increase prices.
15	We will have to work with other enterprises from our branch, which are already in EU. We will outsource production for large European or world enterprises in order to keep with the competition. We will merge with European companies.
98	Other
99	DK/NA

AD6. ARE YOU PERSONALLY AWARE OF THE REQUIREMENTS THAT THE BULGARIAN MARKET SHOULD MEET WHEN JOINING THE EU?

- 1 Fully aware
- 2 Somewhat aware
- 3 Not aware at all
- 9 No answer/Refuse

Block C. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

C18. PLEASE TELL US IF ANY OF THE FOLLOWING ISSUES ARE A PROBLEM FOR THE OPERATION AND GROWTH OF YOUR BUSINESS. IF AN ISSUE POSES A PROBLEM, PLEASE JUDGE ITS SEVERITY AS AN OBSTACLE ON A FOUR-POINT SCALE WHERE?

- 0 No obstacle
- 1 Minor obstacle
- 2 Moderate obstacle
- 3 Major obstacle
- 4 Very Severe Obstacle
- 5 Not applicable for the enterprise
- 9 DK/NA

A.	Telecommunications	0	1	2	3	4	5	9
B.	Electricity	0	1	2	3	4	5	9
C.	Transportation	0	1	2	3	4	5	9
D.	Access to Land	0	1	2	3	4	5	9
E.	Tax rates	0	1	2	3	4	5	9
F.	Tax administration	0	1	2	3	4	5	9
G.	Customs and Trade Regulations	0	1	2	3	4	5	9
H.	Labor Regulations	0	1	2	3	4	5	9
I.	Skills and Education of Available Workers	0	1	2	3	4	5	9
J.	Business Licensing and Operating Permits	0	1	2	3	4	5	9
K.	Access to Financing (e.g. collateral)	0	1	2	3	4	5	9
L.	Cost of Financing (e.g. interest rates)	0	1	2	3	4	5	9
M.	Economic and Regulatory Policy Uncertainty	0	1	2	3	4	5	9
N.	Macroeconomic Instability (inflation, exchange rate)	0	1	2	3	4	5	9
O.	Crime, theft and disorder	0	1	2	3	4	5	9
P.	Anti-competitive or informal practices	0	1	2	3	4	5	9
Q.	Legal system/conflict resolution	0	1	2	3	4	5	9
R.	Registering a new enterprise	0	1	2	3	4	5	9
S.	Standards and certification	0	1	2	3	4	5	9
T.	Environmental regulations	0	1	2	3	4	5	9
U.	Fire/ safety and sanitary regulations	0	1	2	3	4	5	9
V.	Foreign exchange/currency regulations	0	1	2	3	4	5	9
W.	Price regulations	0	1	2	3	4	5	9
X.	Business inspections (of all types)	0	1	2	3	4	5	9
Y.	Competition law regulations	0	1	2	3	4	5	9

C19. HOW WOULD YOU GENERALLY RATE THE EFFICIENCY OF GOVERNMENT IN DELIVERING SERVICES (E.G. PUBLIC UTILITIES, PUBLIC TRANSPORTATION, SECURITY, EDUCATION AND HEALTH ETC.)?

- 1 Very inefficient
- 2 Inefficient
- 3 Somewhat inefficient
- 4 Somewhat efficient
- 5 Efficient
- 6 Very Efficient
- 9 Don't know/No answer

C20. TO WHAT EXTEND DO YOU AGREE WITH THE FOLLOWING STATEMENT: "IN GENERAL, GOVERNMENT OFFICIALS' INTERPRETATIONS OF REGULATIONS AFFECTING MY ESTABLISHMENT ARE CONSISTENT AND PREDICTABLE"?

- 1 Fully disagree
- 2 Disagree in most cases
- 3 Tend to disagree
- 4 Tend to agree
- 5 Agree in most cases
- 6 Fully agree
- 9 Don't know/No answer

C22. PLEASE RATE YOUR CURRENT PERCEPTION OF THE RELATION BETWEEN GOVERNMENT AND/OR BUREAUCRACY AND YOUR BUSINESS. ALL IN ALL, IN RELATION TO YOUR BUSINESS DO YOU PERCEIVE?

One answer in each row.

		very helpful	mildly helpful	Neutral	mildly unhelpful	very unhelpful	Don't know	NA
A.	Municipality government	1	2	3	4	5	8	9
B.	The national government	1	2	3	4	5	8	9

C23. IN A TYPICAL WEEK, WHAT PERCENTAGE OF YOUR OWN TIME IS SPENT IN DEALING WITH REQUIREMENTS IMPOSED BY GOVERNMENT REGULATIONS [E.G. TAXES, CUSTOMS, LABOR REGULATIONS, LICENSING AND REGISTRATION] INCLUDING DEALINGS WITH OFFICIALS, COMPLETING FORMS, ETC.?

Percentage of working time %
 0 No time for dealing with requirements
 999 Don't know/No answer

C24. WHEN DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING REGISTRATION PROCEDURES THE LAST TIME

		Year	No change made	No answer
A.	Register business:			9999
B.	Re-register or make changes in the firm's registered documents:		9998	9999

Questions C25 and C26 are to be applied only if establishment have made any registration or changes in the firm's registered

documents for the last 24 months (2 years). In the opposite case skip to C27_1

Under the notion “Calendar Days” we refer to the duration of a certain procedure i.e. the calendar period from its actual starting to obtaining the respective document

Under the notion “Agency Days” we refer to the number of 8 hours working days multiplied by people involved in this activity

C25_1. DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING REGISTRATION PROCEDURES
 C25_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF REGISTRATION OR CHANGES IN THE FIRM'S REGISTERED DOCUMENTS IN EACH INSTITUTION LISTED BELLOW?
 C25_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C25_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C25_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C25_6. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C25_7. HOW MUCH DID YOU PAY FOR OUTSIDE HELP IN BGN?
 C25_8. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C25_9. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

		C25_1	C25_2		C25_3	C25_4.		C25_5		C25_6		C25_7		C25_8		C25_9
						Official fees				Outside help				Unofficial payments		
		Cal. Days	Ag. days	Total costs 99999 DK/NA	Yes	No	Official fees 99999 DK/NA	Yes	No	Outside help 99999 DK/NA	Yes	No	Unofficial payments 99999 DK/NA			
1	Total (including all registration procedures), of which															
2	Firm Registration	1				1	2			1	2		1	2		
3	Tax Registration	1				1	2			1	2		1	2		

C26. CAN YOU PLEASE EVALUATE THE SERVICES THAT WERE PROVIDED TO YOU DURING THE REGISTRATION PROCEDURES?

One answer in each row.

		Very bad	Bad	Marginally bad	Marginally good	Good	Very good	NA	Don't know
A	Firm Registration	1	2	3	4	5	6	8	9
B	Tax Registration	1	2	3	4	5	6	8	9

C27_1. DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING PROCEDURES
 C27_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF RECEIVING OR RENOVATING OF EACH SECTOR LICENSE LISTED BELOW?
 C27_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C27_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C27_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C27_6. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C27_7. HOW MUCH DID YOU PAY FOR OUTSIDE HELP IN BGN?
 C27_8. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C27_9. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

	C27_1	C27_2		C27_3	C27_4		C27_5.	C27_6		C27_7	C27_8		C27_9				
		Cal. Days	Ag. days		Total costs 99999 DK/NA	Official fees		Official fees 99999 DK/NA	Outside help		Outside help 99999 DK/NA	Unofficial payments		Unofficial payments 99999 DK/NA			
						Yes			No			Yes			No	Yes	No
1	Total for all licenses	1															
2	General Trade License/Permit	1			1	2		1	2		1	2					
3	Construction	1			1	2		1	2		1	2					
4	Wholesale/Retail	1			1	2		1	2		1	2					
5	Retail of fuel	1			1	2		1	2		1	2					
6	Customs agent	1			1	2		1	2		1	2					
7	Permit for tobacco production	1			1	2		1	2		1	2					
8	Permit for alcohol production	1			1	2		1	2		1	2					
9	Permit for public transport	1			1	2		1	2		1	2					
10	Other (Please, specify.....)	1			1	2		1	2		1	2					

C28. CAN YOU PLEASE EVALUATE THE SERVICES THAT WERE PROVIDED TO YOU DURING THE LICENSING PROCEDURES?

One answer in each row.

		Very bad	Bad	Marginally bad	Marginally good	Good	Very good	Not applicable	Don't know
1	General Trade License/Permit	1	2	3	4	5	6	8	9
2	Construction	1	2	3	4	5	6	8	9
3	Wholesale/Retail	1	2	3	4	5	6	8	9
4	Retail of fuel	1	2	3	4	5	6	8	9
5	Customs agent	1	2	3	4	5	6	8	9
6	Permit for tobacco production	1	2	3	4	5	6	8	9
7	Permit for alcohol production	1	2	3	4	5	6	8	9
8	Permit for public transport	1	2	3	4	5	6	8	9
9	Other	1	2	3	4	5	6	8	9

C29. DOES THE FIRM OWN OR RENT PREMISES WHERE ITS MOST IMPORTANT ACTIVITY TAKES PLACE AS WELL AS THE PLOT OF LAND ON WHICH THESE PREMISES ARE LOCATED?

One answer in each column.

	C29_A Premises/bldg	C29_B Land
Own	1	1
Rent from private owners /firms	2	2
Rent from government institution	3	3
Given without compensation by government institution	4	4
Occupied without right	5	5
<i>Not applicable for the establishment</i>	6	6
<i>Don't know/No answer</i>	9	9

If the respondent DID NOT mention any answer coded "1" in C29_A or in C29_B skip to C34_1.

If the respondent mentioned at least one answer coded "1" in C29_A or in C29_B continue with C30_1

C30_1. DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING PROCEDURES

C30_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF RECEIVING OR RENOVATING OF EACH SECTOR LICENSE LISTED BELOW?

C30_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?

C30_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?

C30_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?

C30_6. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?

C30_7. HOW MUCH DID YOU PAY FOR OUTSIDE HELP IN BGN?

C30_8. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?

C30_9. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

		C30_1	C30_2		C30_3	C30_4		C30_5.	C30_6		C30_7	C30_8		C30_9
						Official fees			Outside help			Unofficial payments		
			Cal. Days	Ag. days	Total costs 99999 DK/NA	Yes	No	Official fees 99999 DK/NA	Yes	No	Outside help 99999 DK/NA	Yes	No	Unofficial payments 99999 DK/NA
1	Total, Land Acquisition	1												
2	Identifying, contacting, dealing with owners	1				1	2		1	2		1	2	
3	Obtaining a land survey	1				1	2		1	2		1	2	
4	Registering title in the land office/cadastre	1				1	2		1	2		1	2	
5	Change the main usage of land	1				1	2		1	2		1	2	

C31. CAN YOU PLEASE EVALUATE THE SERVICES THAT WERE PROVIDED TO YOU DURING THE LAND ACQUISITION PROCEDURES?

One answer in each row.

		Very bad	Bad	Marginally bad	Marginally good	Good	Very good	Not applicable	Don't know
1	Identifying, contacting, dealing with owners	1	2	3	4	5	6	8	9
2	Obtaining a land survey	1	2	3	4	5	6	8	9
3	Registering title in the land office/cadastre	1	2	3	4	5	6	8	9

C32_1. DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING PROCEDURES
 C32_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF RECEIVING OR RENOVATING OF BUILDING CONSTRUCTION PERMITS?
 C32_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C32_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C32_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C32_6. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C32_7. HOW MUCH DID YOU PAY FOR OUTSIDE HELP IN BGN?
 C32_8. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C32_9. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

	C32_1	C32_2		C32_3	C32_4		C32_5.	C32_6		C32_7	C32_8		C32_9
		Cal. Days	Ag. days		Official fees			Outside help	Unofficial payments				
					Yes	No			Yes		No	Yes	
				Total costs 99999 DK/NA			Official fees 99999 DK/NA			Outside help 99999 DK/NA			Unofficial payments 99999 DK/NA
1	Total, Construction Permit and Approval	1											
2	Design Approval	1			1	2		1	2		1	2	
3	Construction Permit	1			1	2		1	2		1	2	
4	Occupancy/Use Permit	1			1	2		1	2		1	2	

C33. CAN YOU PLEASE EVALUATE THE SERVICES THAT WERE PROVIDED TO YOU DURING THE MOST RECENT BUILDING CONSTRUCTION PERMIT PROCESS?

One answer in each row.

		Very bad	Bad	Marginally bad	Marginally good	Good	Very good	Not applicable	Don't know
1	Design Approval	1	2	3	4	5	6	8	9
2	Construction Permit	1	2	3	4	5	6	8	9
3	Occupancy/Use Permit	1	2	3	4	5	6	8	9

Ask all next questions if the enterprise has obtained new utility hook-ups or upgrade existing ones in the past 36 months

C34_1. DID THE FIRM HAVE TO DEAL WITH THE FOLLOWING PROCEDURES
 C34_2. WHAT TYPE OF UTILITY HOOK-UPS DID YOU OBTAIN OR UPGRADE?
 C34_3. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF RECEIVING NEW UTILITY HOOK-UPS OR UPGRADE EXISTING ONES?
 C34_4. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C34_5. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C34_6. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C34_7. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C34_8. HOW MUCH DID YOU PAY FOR OUTSIDE HELP IN BGN?
 C34_9. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C34_10. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

		C34_1	C34_2		C34_3		C34_4	C34_5		C34_6	C34_7		C34_8	C34_9		C34_10
			Simple connection	Capacity expansion	Cal. Days	Ag. days	Total costs 99999 DK/NA	Yes	No	Official fees 99999 DK/NA	Yes	No	Outside help 99999 DK/NA	Yes	No	Unofficial payments 99999 DK/NA
1	Electricity	1	1	2				1	2		1	2		1	2	
2	Gas	1	1	2				1	2		1	2		1	2	
3	Water/Sewer	1	1	2				1	2		1	2		1	2	
4	Phone/Telecom	1	1	2				1	2		1	2		1	2	

Ask all respondents

C35_A. DURING THE LAST 12 MONTHS HAS YOUR ESTABLISHMENT BEEN SUBJECTED TO ANY KIND OF INSPECTION ADMINISTRED BY A STATE INSTITUTION?

1	Yes	Continue with C35_B
2	No	Go to C36
9	No answer/Refusal	

C35B_1. HAS YOUR COMPANY BEEN INSPECTED DURING THE PAST 12 MONTHS BY ANY OF THE AGENCED LISTED VELLOW?

C35B_2. IN THE PAST 12 MONTHS HOW MANY TIMES HAS YOUR COMPANY BEEN INSPECTED?

C35B_3. WHAT WAS THE AVERAGE DURATION OF INSPECTION I WORKINF DAYS?

C35B_4. WHAT WAS THE TOTAL AMOUNT OF VALUE OF FINES, SEIZED GOODS ETC. PAID?

C35B_5. WHAT WAS THE TOTAL AMOUNT OF VALUE OF GIFTS, BRIBES PAID

C35B_6. HOW MANY INSPECTORS YOU HAD TO DEAL WITH?

		C35B_1	C35B_2	C35B_3	C35B_4	C35B_5	C35B_6
		Has your company been inspected	No. of Inspections	Average Duration of inspection 99999 DK/NA	Value of Fines, Seized Goods 99999 DK/NA	Value of Gifts, Bribes 99999 DK/NA	Number of inspectors
1	Total Inspections of which..						
2	National Social Security Institute	1					
3	Municipal police	1					
4	Hygiene/Epidemiology	1					
5	Fire	1					
6	Tax Inspection	1					
7	Environmental	1					
8	Other (please, specify)	1					

C35_C. CAN YOU PLEASE EVALUATE THE SERVICES THAT WERE PROVIDED TO YOU DURING THE MOST RECENT INSPECTIONS?

		Very bad	Bad	Marginally bad	Marginally good	Good	Very good	Not applicable	Don't know
1	National Social Security Institute	1	2	3	4	5	6	8	9
2	Municipal police	1	2	3	4	5	6	8	9
3	Hygiene/Epidemiology	1	2	3	4	5	6	8	9
4	Fire	1	2	3	4	5	6	8	9
5	Tax Inspection	1	2	3	4	5	6	8	9
6	Environmental	1	2	3	4	5	6	8	9
7	Other	1	2	3	4	5	6	8	9

C36A. WHICH OF THE FOLLOWING TYPES OF RELATIONS FOR THE LAST 12 MONTHS IS AN OBSTACLE IN RESPECT OF YOUR FIRM'S ACTIVITIES

C36B. . HOW SEVERE IS THE OBSTACLE?

		C36A Is certain area an obstacle				C36B How severe is				
		Yes	No	DK/NA	NA	Minor	Moderate	Major	Very Severe	No answer
A	Your firm's treatment by tax authorities	1	2	8	9	1	2	3	4	9
B	Availability of information on tax requirements	1	2	8	9	1	2	3	4	9
C	Completing tax forms/ filing	1	2	8	9	1	2	3	4	9
D	Burden of Audits	1	2	8	9	1	2	3	4	9
E	Frequency of changes in rules and rates	1	2	8	9	1	2	3	4	9
F	Severity of Penalties	1	2	8	9	1	2	3	4	9
G	Effectiveness of Appeals mechanisms	1	2	8	9	1	2	3	4	9

C37A. DID YOUR FIRM SUBMIT ANY OF THE FORMS/ REPORTS IN THE PAST 12 MONTHS LISTED BELOW?
 C37B. PLEASE ANSWER HOW MANY SUBMISSIONS PER YEAR DID YOUR ESTABLISHMENT SUBMIT?
 C37C. HOW MANY PERSON DAYS OF FIRM'S TIME DID IT TAKE TO SUBIT THE FORM?

		C37A Submit forms			C37B No. of submissions per last 12 m.	C37C Person Days of firm's time
		Yes	No	DK/NA		
A	Total taxes, of which...					
B	Corporate Income Tax	1	2	9		
C	VAT	1	2	9		
D	Social Security payments	1	2	9		
E	Excise Tax	1	2	9		
F	NSI forms					
G	Other	1	2	9		

C38_1. DID YOUR ESTABLISHMENT PAST THROUGH FOLLOWING PROCEDURES _N THE PAST 12 MONTHS?
 C38_2. WHAT WAS THE AMOUNT OF PAID MONEY IN BGN?

		C38_1. activities done			C38_2. Paid in BGN: (999999 – DK/NA
		Yes	No	DK/NA	
A	Hire an outside accounting/ audit firm	1	2	9	
B	Assessed any fines by the tax authorities	1	2	9	
C	Gave any gifts or bribes to tax officials	1	2	9	

C41_1. IN THE LAST 12 MONTHS, DID YOUR COMPANY GO THROUGH THE FOLLOWING PROCEDURES?
 C41_2. WHAT WAS THE ESTIMATED TOTAL VALUE OF GOODS?

		C41_1. procedures			C42_3 Estimated Total Value of goods (9999999 – DK/NA)
		Yes	No	DK/NA	
A	Export	1	2	9	
B	Import	1	2	9	

Next questions apply to different customs procedures Ask the next questions only if the establishment has passed these procedures in the past 12 months – at least one “1” C41_1. The rest skip to C41B_1

Ask C421_1 only to establishments who export in the past 12 months.

- C421_1. WHAT TYPE OF PROCEDURES RELATED TO EXPORT DID YOU PASS?
 C421_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF EXPORTING GOODS?
 C421_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C421_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C421_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C421_6. DID YOU HAVE TO DID YOU HAVE TO PAY STORAGE/DEMURRAGE?
 C421_7. HOW MUCH DID YOU PAY FOR STORAGE/DEMURRAGE?
 C421_8. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C421_9. HOW MUCH DID YOU PAY FOR OUTSIDE HELP
 C421_10. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C421_11. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

		C421_1	C421_2	Agency days	C421_3	C421_4		C421_5	C421_6		C421_7	C421_8		C421_9	C421_10		C421_11
		Procedure	Calendar Days		Total costs 99999 DK/NA	Yes	No	Official fees 99999 DK/NA	Yes	No	Storage /demurrage	Yes	No	Outside help 99999 DK/NA	Yes	No	Pay gifts or bribes 99999 DK/NA
1	Export Total, of which																
2	Border police	1				1	2		1	2		1	2		1	2	
3	Vetr. & phyto-sanitary inspections	1				1	2		1	2		1	2		1	2	
4	Customs clearance	1				1	2		1	2		1	2		1	2	

Ask C422_1 only to establishments who import in the past 12 months.

- C422_1. WHAT TYPE OF PROCEDURES RELATED TO IMPORT DID YOU PASS?
 C422_2. HOW LONG IN TOTAL TIME (CALENDAR DAYS AND AGENCY DAYS) WAS DURATION OF THE LAST PROCEDURE OF IMPORTING GOODS?
 C422_3. WHAT WAS THE AMOUNT OF THE TOTAL COSTS IN BGN?
 C422_4. DURING THAT TIME DID YOU HAVE TO PAY OFFICIAL FEES?
 C422_5. WHAT WAS THE AMOUNT OF THE OFFICIAL FEES IN BGN?
 C422_6. DID YOU HAVE TO DID YOU HAVE TO PAY STORAGE/DEMURRAGE?
 C422_7. HOW MUCH DID YOU PAY FOR STORAGE/DEMURRAGE?
 C422_8. DURING THAT TIME DID YOU HAVE TO PAY OUTSIDE HELP?
 C422_9. HOW MUCH DID YOU PAY FOR OUTSIDE HELP
 C422_10. DURING THAT TIME DID YOU HAVE TO PAY GIFTS OR BRIBES (UNOFFICIAL PAYMENTS)?
 C422_11. WHAT WAS THE AMOUNT OF GIFTS OR BRIBES IN BGN?

		C422_1	C422_2	Ag. days	C422_3	C422_4		C422_5	C422_6		C422_7	C422_8		C422_9	C422_10		C422_11
		Proce dure	Cal. Days		Total costs 99999 DK/NA	Yes	No	Official fees 99999 DK/NA	Yes	No	Storage /demurr age	Yes	No	Outside help 99999 DK/NA	Yes	No	Pay gifts or bribes 99999 DK/NA
1	Import Total, of which																
2	Border police	1				1	2		1	2		1	2		1	2	
3	Vetr. & phyto-sanitary inspections	1				1	2		1	2		1	2		1	2	
4	Customs clearance	1				1	2		1	2		1	2		1	2	
5	VAT payment	1				1	2		1	2		1	2		1	2	

Ask all respondents

C42B_1. DID YOU SUBMIT A REQUEST FOR VAT REBATE OR DUTY DRAWBACK IN THE PAST 12 MONTHS?

- | | | |
|---|------------|-----------------------------|
| 1 | Yes | Continue with C42B_2 |
| 2 | No | Skip to C43_1 |
| 9 | Don't know | |

C42B_2. HOW LONG DID IT TAKE ?

Calendar Days: 999 Don't know/No answer

C43_1. DID YOUR FIRM USE A BROKERAGE OR FREIGHT FORWARD SERVICE IN THE LAST 12 MONTHS?

- | | | |
|---|------------|----------------------------|
| 1 | Yes | Continue with C43_2 |
| 2 | No | Skip to C44 |
| 9 | Don't know | |

C43_2. HOW MUCH WAS THE AVERAGE FEE AS A PERCENTAGE OF THE TRANSACTION VALUE?

Percentage of the transaction value % 999 Don't know/No answer

C44. IN THE PAST 36 MONTHS, HAS YOUR FIRM BEEN INVOLVED IN ANY LEGAL DISPUTE WITH THE AUTHORITIES?

		Yes	No	Don't know/No answer
A	National Government	1	2	9
B	Regional/local Government	1	2	9

C44_A. IN THE PAST 36 MONTHS, DID YOU SEEK FOR COURT DECISION IN CASES OF LEGAL DESPUTES WITH AUTHORITIES?

		Yes	No	NA	Don't know/No answer
1	National Government	1	2	8	9
2	Regional/local Government	1	2	8	9

If at least one answer in C44_A1 and C44_A2 is "2 – No" Skip to C46. Otherwise go to C48

C46. WHICH ARE THE MAIN REASONS FOR NOT GOING TO COURT TO RESOLVE ANY DISPUTE WITH THE AUTHORITIES?

1	1	The problem was too small to go to the court
2	1	Court process is too long
3	1	Court decision will not be fair to the firm
4	1	An eventual court decision in favor of my firm will not be enforceable
5	1	Lack of firm money to pay lawyers
6	1	Necessity to pay bribes
7	1	Easier to settle out of court
8	1	Fear of retribution by authorities
9	1	All in all even a positive decision of a court will not bring any benefits
10	1	Other (Please, specify.....)
11	1	Don't know/No answer

C48. PLEASE ESTIMATE THE TOTAL ANNUAL COSTS FOR ALL ADMINISTRATIVE PROCEDURES DISCUSSED IN THIS SURVEY (AS WELL AS OTHERS) AS A PERCENTAGE OF YOUR TOTAL ANNUAL REVENUE?

Percentage of total annual revenue % 999 DK/NA

C49. IF YOU COULD CHANGE THE NUMBER OF REGULAR FULL-TIME WORKERS YOU CURRENTLY EMPLOY WITHOUT ANY RESTRICTIONS (I.E. WITHOUT SEEKING PERMISSION, MAKING SEVERANCE PAYMENTS ETC.), WHAT WOULD BE YOUR OPTIMAL LEVEL OF EMPLOYMENT AS A PERCENT OF YOUR EXISTING WORKFORCE E.G. 90% IMPLIES YOU WOULD REDUCE YOUR WORKFORCE BY 10%, 110% MEANS YOU WANT TO EXPAND BY 10%?

Optimal share of employees %
 0 The current number of full-time workers is optimal
 999 Don't know/No answer

C50. WE'VE HEARD 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 PERCENT OF ANNUAL SALES VALUE WOULD SUCH EXPENSES COST A TYPICAL FIRM LIKE YOURS?

Percent of annual sales %
 0 No unofficial payments were necessary
 999 Don't know/No answer

C51. THINKING NOW OF UNOFFICIAL PAYMENTS/GIFTS THAT A FIRM LIKE YOURS WOULD MAKE IN A GIVEN YEAR, COULD YOU PLEASE TELL ME HOW OFTEN WOULD THEY MAKE PAYMENTS/GIFTS FOR THE FOLLOWING PURPOSES

		Never	Seldom	Sometimes	Frequently	Usually	DK/NA
A	To get connected to and maintain public services (electricity and telephone)	1	2	3	4	5	9
B	To obtain business licenses and permits	1	2	3	4	5	9
C	To obtain government contracts	1	2	3	4	5	9
D	To deal with occupational health and safety inspections	1	2	3	4	5	9
E	To deal with fire and building inspections	1	2	3	4	5	9
F	To deal with environmental inspections	1	2	3	4	5	9
G	To deal with taxes and tax collection	1	2	3	4	5	9
H	To deal with customs/imports	1	2	3	4	5	9
I	To deal with courts	1	2	3	4	5	9
J	To influence the content of new legislation rules decrees etc.	1	2	3	4	5	9

C52. RECOGNIZING THE DIFFICULTIES MANY ENTERPRISES FACE IN FULLY COMPLYING WITH TAXES AND REGULATIONS, WHAT PERCENTAGE OF TOTAL SALES WOULD YOU ESTIMATE THE TYPICAL ESTABLISHMENT IN YOUR AREA OF ACTIVITY REPORTS FOR TAX PURPOSES?

Percent of total sales % 999 Don't know/No answer

Block E. INFRASTRUCTURE AND SERVICES

E5. DOES YOUR ESTABLISHMENT OWN OR SHARE A GENERATOR?

1	Yes	Continue with E6
2	No	Skip to E9
9	Don't know	

E6. WHAT PERCENTAGE OF YOUR ELECTRICITY COMES FROM YOUR OWN OR A SHARED GENERATOR?

Percentage of your electricity % 999 Don't know/No answer

E7. WHAT WAS THE GENERATOR'S ORIGINAL COST TO YOUR ESTABLISHMENT IN BGN?

Generator's original cost BGN
 99999999 Don't know/No answer

E8. WHEN DID YOUR ESTABLISHMENT PURCHASE /START TO USE THE GENERATOR?

Year of purchasing Year
 9999 Don't know/No answer

E9. WHAT SHARE OF YOUR FIRM'S WATER SUPPLY DO YOU GET FROM:

		Do not use	Don't know/No answer
Municipal/public sources	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Your own well or a shared well	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Purchased from private vendors	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999

E10. WHAT PERCENTAGE OF THE VALUE OF YOUR AVERAGE CARGO CONSIGNMENT IS LOST WHILE IN TRANSIT DUE TO BREAKAGE, THEFT, OR SPOILAGE?

Percentage of the value % 0 No loses
 998 Did not use cargo services 999 Don't know/No answer

Block F. Finance

PLEASE IDENTIFY THE CONTRIBUTION OVER THE LAST YEAR OF EACH OF THE FOLLOWING SOURCES OF FINANCING FOR YOUR ESTABLISHMENT'S
 F1_1. **WORKING CAPITAL** (I.E. INVENTORIES, ACCOUNTS RECEIVABLE AND CASH)
 F1_2. **NEW INVESTMENTS** (I.E. NEW LAND, BUILDINGS, MACHINERY AND EQUIPMENT)

		F1_1			F1_2		
		Working capital	Don't use	DK/NA	New Investments	Don't use	DK/NA
A.	Internal funds or Retained earnings	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
B.	Local commercial banks (loan, overdraft)	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
C.	Foreign owned commercial banks	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
D.	Leasing arrangement	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
E.	Investment Funds/Special Development Financing/	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999

F	Trade credit (supplier or customer credit)	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
G	Credit cards	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
H	Equity, sale of stock	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
I	Family, friends	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
J	Informal sources (e.g. money lender)	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
K	Contributed capital	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
L	Other (Please specify	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999	<input type="text"/> <input type="text"/> <input type="text"/> %	998	999
	Total	100%			100%		

F2_1. FOR YOUR ESTABLISHMENT DO YOU HAVE
F2_2. WHAT PERCENT IS CURRENTLY UNUSED?

		F2_1			F2_2		
		Yes	No	DK/NA	%	Use all	DK/NA
A.	An overdraft facility	1	2	9		0	999
B.	Line of credit	1	2	9		0	999

F3. WHEN WAS THE MOST RECENT LOAN OR OVERDRAFT FINANCING APPROVED

Year most recent loan or overdraft Year

0000 The establishment has never received a loan/overdraft

9999 Don't know/No answer

Ask question F4 only if the establishment has received a loan/overdraft. Else skip to F9

F4. DID THE FINANCING REQUIRE COLLATERAL OR A DEPOSIT?

- 1 Yes **Continue with F5**
- 2 No **Skip to F9**
- 9 Don't know

F5. WHAT SHARE OF COLLATERAL WAS:

		Share (%)	Not used as collateral	DK/NA
A	Land and buildings	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
B	Machinery	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
C	Intangible assets (accounts receivable, inventory)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
D	Personal assets of owner/manager (e.g. house)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999

E	Other (Please, specify.....)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
---	------------------------------	--	---	-----

F6. WHAT WAS THE APPROXIMATE VALUE OF COLLATERAL REQUIRED AS A PERCENTAGE OF THE LOAN VALUE?

Value of collateral % 999 *Don't know/No answer*

F7. WHAT IS THE LOAN'S APPROXIMATE ANNUAL COST/ RATE OF INTEREST?

Rate of interest % 99 *Don't know/No answer*

F8. WHAT IS THE DURATION (TERM) OF THE LOAN?

Duration months 999 *Don't know/No answer*

F9. WHAT SHARE OF YOUR TOTAL BORROWING (LOANS, ACCOUNTS PAYABLE) IS DENOMINATED IN FOREIGN CURRENCY?

Share in foreign currency %
 0 *We don't have borrowing in foreign currency*
 999 *Don't know/No answer*

F10. HOW LONG DOES IT TAKE TO CLEAR THE FOLLOWING PAYMENTS THROUGH YOUR FINANCIAL INSTITUTION (I.E. UNTIL THE RECIPIENT CAN DRAW THE FUNDS)?

		Days (999 – DK/NA)	Don't use	DK/NA
A.	A check	<input type="text"/> <input type="text"/> <input type="text"/>	98	99
B.	A domestic currency wire	<input type="text"/> <input type="text"/> <input type="text"/>	98	99
C.	A foreign currency wire	<input type="text"/> <input type="text"/> <input type="text"/>	98	99

F11. DOES YOUR ESTABLISHMENT HAVE ITS ANNUAL FINANCIAL STATEMENT REVIEWED BY AN EXTERNAL AUDITOR?

- 1 Yes
- 2 No
- 9 DK/NA

Block G. CONFLICT RESOLUTION / LEGAL ENVIRONMENT

G1. TO WHAT DEGREE DO YOU AGREE WITH THIS STATEMENT: "I AM CONFIDENT THAT THE JUDICIAL SYSTEM WILL ENFORCE MY CONTRACTUAL AND PROPERTY RIGHTS IN BUSINESS DISPUTES"?

- 1 Fully disagree
- 2 Disagree in most cases
- 3 Tend to disagree
- 4 Tend to agree
- 5 Agree in most cases
- 6 Tend to agree
- 9 Don't know/No answer

G2. WHAT PERCENT OF YOUR ESTABLISHMENT'S SALES ARE PRE-PAID?

Percent of your establishment's sales % 0 No such sales
 999 Don't know/No answer

G7. OVER THE LAST 2 YEARS, WHAT PERCENT OF YOUR ESTABLISHMENT'S DISPUTES OVER PAYMENTS WERE RESOLVED BY COURT ACTION?

Percent of disputes %
 0 None of the disputes over payments were resolved by court action
 998 The establishment did not resolve disputes by court action
 999 Don't know/No answer

If the answer of G7 is not "0", continue with G8. Else go to question H1.

G8. ON AVERAGE, HOW MANY WEEKS DID THOSE COURT CASES TAKE TO RESOLVE?

Duration of procedures weeks 99 Don't know/No answer

Block H. CRIME

H1. PLEASE ESTIMATE YOUR ESTABLISHMENT'S COSTS (AS A PERCENT OF ITS TOTAL SALES) OF PROVIDING

		Percent of total sales	No such	DK/NA
A	Security (equipment, personnel, or professional security service)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
B	Protection payments (e.g. to organized crime to prevent violence)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
C	Insurances	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999

H2. PLEASE ESTIMATE THE LOSSES (AS A PERCENT OF TOTAL SALES) OF THEFT, ROBBERY, VANDALISM OR ARSON AGAINST YOUR ESTABLISHMENT IN THE LAST YEAR?

Percent of total sales % 0 No losses
 998 No crimes committed
 999 Don't know/No answer

H3. WHAT SHARE OF THE INCIDENTS DID YOU REPORT TO THE POLICE?

Share of the incidents % 0 *Didn't report to the police*
998 *No crimes committed*
999 *Don't know/No answer*

H4. OF THESE REPORTED INCIDENTS, WHAT SHARE WERE SOLVED (THE PERPETRATOR WAS CAUGHT, ETC.)?

Solved incidents % 0 *No successfully solved*
998 *No crimes committed*
999 *Don't know/No answer*

Block I. CAPACITY, INNOVATION, LEARNING

I1_1. DOES ANY ACTIVITY OF YOUR ESTABLISHMENT RELATED TO PRODUCTION OF GOODS OR PROCESSING OF GOODS?

1 Yes **Continue with I1**

2 No **Skip to J1**

I1. WHAT WAS THIS ESTABLISHMENT'S AVERAGE AMOUNT OF OUTPUT ACTUALLY PRODUCED, FOR THE LAST YEAR, RELATIVE TO THE MAXIMUM AMOUNT THAT COULD BE PRODUCED WITH YOUR EXISTING MACHINERY AND EQUIPMENT AND REGULAR SHIFTS.)?

Share of the maximum amount % 999 DK/NA

I2_1. HOW MUCH HAVE YOUR SALES CHANGED (GROWN OR DECLINED) IN EACH OF THE LAST 3 FISCAL YEARS?

I2_2 ON AVERAGE HOW MUCH DID YOUR SALES CHANGE AS COMPARED WITH PREVIOUS YEAR?

		I2_1				I2_2	
		Grow	Decrease	Stay unchanged	DK/NA	Change in %	DK/NA
A	2001	1	2	0	9	<input type="text"/> <input type="text"/> <input type="text"/> %	999
B	2002	1	2	0	9	<input type="text"/> <input type="text"/> <input type="text"/> %	999
C	2003	1	2	0	9	<input type="text"/> <input type="text"/> <input type="text"/> %	999

I7. HAS YOUR FIRM RECEIVED ISO (E.G. 9000, 9002 OR 14,000) CERTIFICATION?

1 Yes

2 No

9 No answer

I9. OVER THE LAST TWO YEARS, WHAT WERE THE THREE LEADING WAYS IN WHICH YOUR ESTABLISHMENT ACQUIRED TECHNOLOGICAL INNOVATIONS?

	I9_1	I9_2	I9_2
	The most important	the second most important	the third most important
Embodied in new machinery or equipment	1	1	1
By hiring key personnel	2	2	2
Licensing or turnkey operations from international sources	3	3	3
Licensing or turnkey operations from domestic sources	4	4	4
Developed or adapted within the establishment locally	5	5	5
Transferred from parent company	6	6	6
Developed in cooperation with client firms	7	7	7
Developed with equipment or machinery supplier	8	8	8
From a business or industry association	9	9	9

Trade Fairs and/or Study Tours	10	10	10
Consultants	11	11	11
Universities, public institutions	12	12	12
Other (Please, specify	13	13	13
<i>The establishment did not input any innovation technologies</i>	98	98	98
<i>Don't know/No answer</i>	99	99	99

Block J. LABOR RELATIONS

J1. WHAT IS THE STRUCTURE AND NUMBER OF PERMANENT EMPLOYEES IN YOUR ESTABLISHMENTS FOR EACH OF PERIOD LISTED BELLOW?

		Number / %	DK/NA
A	Ave. number of workers during fiscal year 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> num.	999999
B	Percentage of female for 2003	<input type="text"/> <input type="text"/> <input type="text"/> %	999

J2. PLEASE SPECIFY, WHAT WAS THE AVERAGE AMOUNT OF WAGES AND COMPENSATION IN BGN IN 2003 FOR EACH OF THE FOLLOWING CATEGORIES?

		Total in ths.BGN	DK/NA
A	The average YEARLY wages in ths.BGN for 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ths.BGN	9999
B	The average YEARLY insurance payments on employers account	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ths.BGN	9999
C	Average YEARLY benefits in ths.BGN for 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ths.BGN	9999

J6. IN 2003, HOW MANY NEW EMPLOYEES DID YOUR PLANT HIRE?

Number of new employees people 9999 No answer

J7. IN 2003, HOW MANY EMPLOYEES FROM YOUR PLANT:

		Number of employees	No Such	DK/NA
A	Were dismissed or laid off	<input type="text"/> <input type="text"/> <input type="text"/> people	0	999
B	Left due to sickness or died, retired	<input type="text"/> <input type="text"/> <input type="text"/> people	0	999
C	Left for other reasons	<input type="text"/> <input type="text"/> <input type="text"/> people	0	999

J8. HOW MANY UNFILLED VACANCIES DOES YOUR PLANT CURRENTLY HAVE FOR WHICH YOU ARE ACTIVELY RECRUITING AND CAN OFFER THE JOB IMMEDIATELY?

vacancies 0 No vacancies
 998 No proper employees 999 No answer

J10. DO YOU OFFER FORMAL (BEYOND "ON THE JOB") TRAINING TO YOUR PERMANENT EMPLOYEES?

1	Yes	Continue with J11
2	No	Skip to J12
9	<i>Don't know</i>	

J11. PLEASE, SPECIFY

		<i>Workers involved in main product line</i>	<i>Service workers</i>
A	What percentage of your total permanent employees received formal training in 2001?	<input type="text"/> <input type="text"/> <input type="text"/> % <i>0 None</i> <i>999 DK/NA</i>	<input type="text"/> <input type="text"/> <input type="text"/> % <i>0 None</i> <i>999 DK/NA</i>
B	What was the average number of weeks of training for each employee (in weeks)?	<input type="text"/> <input type="text"/> weeks <i>0 None</i> <i>99 DK/NA</i>	<input type="text"/> <input type="text"/> weeks <i>0 None</i> <i>99 DK/NA</i>

J12. ARE TRADE UNIONS PRESENT AND ACTIVE IN YOUR PLANT?

- | | | |
|---|------------|---------------------------|
| 1 | Yes | Continue with J12A |
| 2 | No | Skip to J16 |
| 9 | Don't know | |

J12A. WHAT PERCENT OF YOUR WORKFORCE IS UNIONIZED?

Share of employees % 999 *Don't know/No answer*

J13. IS THE RELATIONSHIP BETWEEN FIRM MANAGEMENT AND UNIONS CONFRONTATIONAL OR COLLABORATIVE?

- 1 Very confrontational
- 2 Moderately confrontational
- 3 Confrontational
- 4 Collaborative
- 5 Very collaborative
- 9 Don't know/No answer

J14. HOW MANY WORKING DAYS WERE LOST LAST YEAR DUE TO:

		Number of days	No days lost	DK/NA
A	Strikes or other labor disputes	<input type="text"/> <input type="text"/> <input type="text"/> days <i>0</i>	<i>0</i>	<i>999</i>
B	Civil unrest	<input type="text"/> <input type="text"/> <input type="text"/> days <i>0</i>	<i>0</i>	<i>999</i>
C	Employee absenteeism due to illness, death, funerals	<input type="text"/> <input type="text"/> <input type="text"/> days <i>0</i>	<i>0</i>	<i>999</i>

J15. IS YOUR PLANT COVERED BY AN INDUSTRY/BRANCH LEVEL COLLECTIVE AGREEMENT WHICH DETERMINES WAGES AND OTHER ELEMENTS OF LABOR COMPENSATION?

- 1 Yes
- 2 No

J16. WHAT PERCENT OF THE WORKFORCE AT YOUR ESTABLISHMENT HAVE THE FOLLOWING EDUCATION LEVELS?:

		Share	None	DK/NA
A	Up to 7 years of education (basic education)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
B	Up to 12 years of education (secondary education)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
C	Over 12 years of education (university and post-graduate degree)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
	Total	100%		

Block K. Productivity

K1_1. SINCE 2001 , HOW HAVE THE FOLLOWING CHANGED (INCREASED/DECREASED)

K1_2. WHAT IS THE PERCENT OF CHANGE FOR YOUR COMPANY, IN REAL TERMS (I.E., AFTER ALLOWING FOR INFLATION):

	K1_1				K1_2	
	Increase	Decrease	No change	DK/NA	% change	DK/NA
Exports	1	2	3	9		999
Fixed Assets (e.g., land, buildings, machinery and equipment)	1	2	3	9		999

K2. FOR CLASSIFICATION PURPOSES PLEASE COULD YOU TELL ME?:

	Thousands BGN	DK/NA
The estimate of your firm's total sales in 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	99999
The estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) in 2003:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	99999

K3. ON AVERAGE SINCE 2001 HOW MUCH HAS YOUR COMPANY SPENT ON THE FOLLOWING EXPRESSED AS A PER CENT OF THE AVERAGE ANNUAL SALES OF YOUR FIRM OVER THE SAME PERIOD?

			Did not spend	DK/NA
A	New buildings, machinery and equipment	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
B	Research and development (including wages and salaries of R&D personnel, materials, R&D related education and training costs)	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
C	Advertising and marketing	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999

D	Raw materials and bought in components/services	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
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K4_1. AT THE END OF 2003, WHAT WAS THE LEVEL (EXPRESSED AS A PER CENT) OF DEBT IN RELATION TO YOUR TOTAL ASSETS?

K4_2. AND WHAT WAS THE LEVEL AT THE END OF 1998 AND BEGINNIG OF 1999?

		No dept	DK/NA
Level of debt at the end of 2003	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999
Level of debt at the end of 1998 and beginning of 1999	<input type="text"/> <input type="text"/> <input type="text"/> %	0	999

K5_1. IN 2003, WHAT WAS THE LEVEL (EXPRESSED AS A PER CENT) OF GROSS PROFITS IN RELATION TO YOUR TOTAL SALES.?

K5_1. WHAT WAS THE LEVEL AT THE END OF 2001 AND THE BEGINIG OF 2002?

	K5_1 2003	K5_1 2001/2002
Negative	1	1
0%	2	2
1-10%	3	3
11-20%	4	4
21-30%	5	5
31-40%	6	6
More than 40%	7	7
DK/NA	9	9

K6. HOW MUCH DID YOUR FIRM REINVEST OUT OF PROFITS IN 2003?

- 1 0%
- 2 1-10%
- 3 11-25%
- 4 26-50%
- 5 51-75%
- 6 More than 75%
- 8 *No profit*
- 9 *DK/NA*

**THE SURVEY ENDS HERE.
THANK YOU VERY MUCH FOR YOUR COOPERATION.**