

Productivity and the Investment Climate Private Enterprise Survey

About the survey

The Firm Level Survey of Guyana is a collaborative effort of CEMCO Inc. and The World Bank. Similar surveys are being carried out in other developing countries, particularly in Brazil, Guatemala, Honduras, Nicaragua, Peru and China.

The general purpose of the survey is to understand the investment climate in Guyana and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of Guyana in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Guyana, both strengths and weaknesses.

PLEASE NOTE

- 1) Values may be entered with reference to either solar year or fiscal year (you can use either one):**
 - a) if you decide to use the solar year then “2003” in the questionnaire = Jan. 1, 2003 to Dec. 31, 2003;**
 - b) if you decide to use the fiscal year then “2003” in the questionnaire = April 1, 2003 to March 31, 2004, or any other starting/ending month**
- 2) All monetary values must be expressed in the national currency, the Guyana Dollar**

CONTROL INFORMATION (to be filled by the enumerator)

0.1 ESTABLISHMENT NO: code1

0.2a CITY (NAME): city 0.2b CITY CODE: code2

1= Capital City

2=Outside Capital City

0.3 Sector: code3

1= Food

5= Chemicals & Pharmaceuticals

2= Wood products

6= Mining & Quarrying

3= Garments

7= Other (specify code3x)

4 = Textiles

0.41 First Interviewer name code41

0.51 First Interviewer number code51

0.42 Second Interviewer name code42

0.52 Second Interviewer number code52

PLEASE FILL IN THESE QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

0.6 How long did the interview last (part 1 only)? code6 minutes

0.7 Was the respondent on time? 1=Yes 2=No code7

0.8 Were you on time? 1=Yes 2=No code8

0.9 How happy or unhappy was the respondent to participate to the survey? code9

1=very unhappy 2=unhappy 3=neutral 4=happy 5=very happy

0.10 How interested was the respondent in the survey? code10

1=very uninterested 2=uninterested 3=neutral 4=interested 5=very interested

0.11 How often did the respondent ask for the questions to be repeated? code11

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.12 How often did the respondent ask for the clarifications of questions/definitions? code12

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.13 Was the respondent interrupted during the interview? code13

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.14 In what mood was the respondent during the interview? code14

1= very bad mood 2=bad mood 3=neither bad nor good 4=good mood 5=very good mood

0.15 How did the respondent perceive the value of questions and/or purpose of the survey? code15

1= very critical 2=critical 3=neutral 4=positively 5=very positively

GENERAL INFORMATION

Note: Questions 1 through 5 apply to your entire firm, including all its establishments.

1. a. Are you part of a firm? q01a 1= Yes 2= No
b. What is the current legal status of your firm/establishment? q01b
limited liability company, publicly listed = 1
limited liability company, not listed = 2
limited liability sole proprietorship = 3
unlimited liability partnership = 4
unlimited liability sole proprietorship = 5
State Owned Enterprise = 6
Other (specify: q01bx) = 7
2. What percentage of your firm is owned by:
a. Private : i. Domestic q02a1 %
ii. Foreign q02a2 %
b. Government q02b % **(If > 50%, go to 4)**
c. Other (specify: q02x) q02c %
TOTAL 100%
3. a. Was your firm previously majority-owned by the government? q03a **1= Yes 2= No (go to 4)**
b. When was it privatized? q03b year
4. a. What percentage of your firm is owned by the single largest shareholder or owner? q04a %
b. Which of the following best describes the largest shareholder or owner in your firm?
[QUESTION ALLOWS MULTIPLE ANSWERS ONLY IF THERE ARE MULTIPLE OWNERS WITH ROUGHLY EQUAL SHARE, E.G. 3 OWNERS WITH 33.3% EACH]
Principal Owner(s): 1) q04b1 2) q04b2 3) q04b3 4) q04b4

SHOW CARD

- | | | |
|--|---|---|
| 1. Individual <u> </u>
2. Family <u> </u>
3. Domestic company
4. Foreign company
5. Bank
6. Investment fund
7. Managers of the firm
8. Employees of the firm
9. Government or government agency
10. Other (Specify: <u>q04b1x, q04b2x, q04b3x, q04b4x</u>) | → | c. Is the principal owner (or one of the principal owners) a female? <u>q04c</u> 1= Yes 2= No |
|--|---|---|

5. a. Including this establishment, how many establishments does your firm have in this country? q05a number
b. Does your firm have establishments in other countries? q05b 1= Yes 2= No

NOTE: For the remainder of this survey, please answer with respect to this establishment.

6. In what year did your establishment begin operating in this country? q06 year

7. Thinking of your establishment's major product line in the domestic market, how many competitor products do you face? q07 number or DK=-666
8. What percentage of your total revenues comes from:
- | | |
|-------------------------------|---------------|
| Manufacturing | <u>q08a</u> % |
| Services | <u>q08b</u> % |
| Commerce | <u>q08c</u> % |
| Other (specify: <u>q08x</u>) | <u>q08d</u> % |
| | 100 % |
9. When your establishment started its operation in this country, what was the total number of full-time paid employees? q09 number of employees or (DK=-666)

[ENUMERATOR: USE THE CODE '-555' IF THE PERSON DOES NOT KNOW EXACTLY HOW MANY, BUT KNOWS IT IS MORE THAN 20]

10. What is the highest level of education of the top manager? q10

SHOW CARD

- | | |
|--------------------------------------|--|
| 1. Did not complete secondary school | 4. Some university training or technical certificate/diploma |
| 2. Secondary School | 5. Graduate degree (BA, BSc etc.) |
| 3. Vocational Training | 6. Post graduate degree (Ph D, Masters) |

11. How many years of experience working in this sector did the top manager have before running this establishment?
- a. Of these, how many years were with a domestic firm? q11a years
- b. Of these, how many years were with a foreign firm? q11b years

SALES AND SUPPLIES

12. a. What percent of your establishment's sales in the last year were:
- | | | |
|--|----------------|-----------------------------|
| 1. sold domestically | <u>q12a1</u> % | |
| 2. exported directly | <u>q12a2</u> % | → and in the previous year? |
| | | <u>q12a4</u> % |
| 3. exported indirectly (through a distributor) | <u>q12a3</u> % | (If 100, go to 13) |
| TOTAL | 100% | |

- b. Approximately what percentage of your establishment's domestic sales in the last year were to:

SHOW CARD

- | | |
|---|----------------|
| 1. the government | <u>q12b1</u> % |
| 2. state-owned enterprise | <u>q12b2</u> % |
| 3. multinationals located in your country | <u>q12b3</u> % |
| 4. your parent company or affiliated subsidiaries | <u>q12b4</u> % |
| 5. large domestic private firms (those with approximately 300 plus workers) | <u>q12b5</u> % |
| 6. other (sales to small establishments, individuals, etc.) | <u>q12b6</u> % |
| TOTAL | 100% |

- c. If you export **directly**...

1. What was the year your establishment first exported? q12c1 year

2. which countries were the three biggest destinations for your establishment's exports in the last year, and what percent of your total exports did each of these countries account for?

<u>Country name</u>	<u>% of total exports</u>
First: _____ <u>q12c2x1</u>	_____ <u>q12c21</u> %
Second: _____ <u>q12c2x2</u>	_____ <u>q12c22</u> %
Third: _____ <u>q12c2x3</u>	_____ <u>q12c23</u> %

3. a. What was the **average** number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they cleared customs?
q12c3a (days on average)
- b. What was the **longest** number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they cleared customs
q12c3b (days was the longest time in the last year)
4. Did you have to make an extra payment to expedite the clearance process?
q12c4 1= Yes 2= No **(go to 13)**
5. How were these extra payments made?
a. Formally (including payments to agents) q12c5a 1= Yes 2= No
b. Informally q12c5b 1= Yes 2= No

13. Over the last year, what percent of your establishment's purchases of material inputs were...:

- a. 1. purchased from domestic sources q13a1 %
2. purchased through direct imports q13a2 % → and in the previous year?
q13a4 %
3. purchased through indirect imports (via a distributor) q13a3 % **(If 100, go to 15)**
TOTAL 100%

- b. what percent of your establishment's purchases of material inputs were **not** subject to import duty?
q13b %

- 14. a. If you import directly, what was the **average** number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs? q14a (days on average)
- b. what was the **longest** number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?
q14b (days was the longest time in the last year)
- c. Did you have to make an extra payment to expedite the clearance process? q14c 1= Yes 2= No **(go to 15)**
- d. How were these extra payments made?
1. Formally (including payments to agents) 1= Yes 2= No q14d1
2. Informally 1= Yes 2= No q14d2
15. At the time you receive a delivery of your most important input, how many days of inventory does this establishment typically have on hand?
q15 days of production

16. What percent of your purchased material inputs are of lower than agreed upon quality? __q16__ %

INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

17. a. 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:
[LET THE ANSWERS DK AND NA BE SPONTANEOUS]

SHOW CARD

0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very Severe Obstacle

		<u>No Problem</u>				<u>Degree of Obstacle</u>				
1. Telecommunications	0	1	2	3	4	DK=-666	NA=-777	<u>q17a1</u>		
2. Electricity	0	1	2	3	4	DK=-666	NA=-777	<u>q17a2</u>		
3. Transportation	0	1	2	3	4	DK=-666	NA=-777	<u>q17a3</u>		
4. Access to Land	0	1	2	3	4	DK=-666	NA=-777	<u>q17a4</u>		
5. Regulatory Policy Uncertainty	0	1	2	3	4	DK=-666	NA=-777	<u>q17a5</u>		
6. Tax rates	0	1	2	3	4	DK=-666	NA=-777	<u>q17a6</u>		
7. Tax administration	0	1	2	3	4	DK=-666	NA=-777	<u>q17a7</u>		
8. Customs and Trade Regulations	0	1	2	3	4	DK=-666	NA=-777	<u>q17a8</u>		
9. Labor Regulations	0	1	2	3	4	DK=-666	NA=-777	<u>q17a9</u>		
10. Skills and Education of Available Workers	0	1	2	3	4	DK=-666	NA=-777	<u>q17a10</u>		
11. Business Licensing and Operating Permits	0	1	2	3	4	DK=-666	NA=-777	<u>q17a11</u>		
12. Access to financing (e.g. collateral)	0	1	2	3	4	DK=-666	NA=-777	<u>q17a12</u>		
13. Cost of financing (e.g. interest rates)	0	1	2	3	4	DK=-666	NA=-777	<u>q17a13</u>		
14. Macroeconomic uncertainty (e.g. inflation, exchange rate)	0	1	2	3	4	DK=-666	NA=-777	<u>q17a14</u>		
15. Corruption	0	1	2	3	4	DK=-666	NA=-777	<u>q17a15</u>		
16. Crime, theft and disorder	0	1	2	3	4	DK=-666	NA=-777	<u>q17a16</u>		
17. Anti-competitive or informal practices	0	1	2	3	4	DK=-666	NA=-777	<u>q17a17</u>		
18. Legal system/conflict resolution	0	1	2	3	4	DK=-666	NA=-777	<u>q17a18</u>		
19. Political uncertainty/instability	0	1	2	3	4	DK=-666	NA=-777	<u>q17a19</u>		
20. Environmental regulations	0	1	2	3	4	DK=-666	NA=-777	<u>q17a20</u>		
21. Other (specify: <u>q17a21x</u>)	0	1	2	3	4	DK=-666	NA=-777	<u>q17a21</u>		

b. Among all of the above alternatives please indicate which one constitutes...:

SHOW CARD

1. the biggest obstacle for the operation and growth of your establishment q17b1 alternative
2. the second biggest obstacle for your establishment q17b2 alternative

25. How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products.

SHOW CARD

	Not at all important	Slightly important	Fairly important	Very important	Don't know	NA
a. Pressure from domestic competitors	0	1	2	3	-666	-777
b. Pressure from foreign competitors	0	1	2	3	-666	-777
c. Tax exemptions on imports	0	1	2	3	-666	-777
d. Income tax holidays	0	1	2	3	-666	-777
e. Other (specify: <u>q25x</u>)	0	1	2	3	-666	-777

q25a
q25b
q25c
q25d
q25e

INFRASTRUCTURE AND SERVICES

26. During last year....

	a. How many times did your establishment experience interruptions in ...	b. How many hours did each occurrence last on average?	c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value?*
1. power outages or surges from the public grid?	<u>q26a1</u> (times) (If 0, go next)	<u>q26b1</u> (hours)	<u>q26c1</u> (% sales)
2. insufficient water supply for production?	<u>q26a2</u> (times) (If 0, go next)	<u>q26b2</u> (hours)	<u>q26c2</u> (% sales)

(*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

27. a. Does your establishment own or share a generator? q27a **1= Yes 2= No (If NO, go to ' e ')**

b. What percentage of your electricity comes from your own or a shared generator? q27b %

c. What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)?

Original Cost: q27c1 thousands GYD or q27c2 thousand USD Year of acquisition: q27c3 year

Original Cost: q27c4 thousands GYD or q27c5 thousand USD Year of acquisition: q27c6 year

Original Cost: q27c7 thousands GYD or q27c8 thousand USD Year of acquisition: q27c9 year

d. What is the approximate cost of generating one kw/h of electricity from your generator? q27d per kw/h

e. Do you have other sources of electricity? **1= Yes 2= No (If NO, go to 28)** q27e

f. Which one? q27f [Multiple answers allowed]

1. Steam turbines
2. Metan gas turbines
3. Bio gas turnines
4. Wind or solar turbines
5. other (specify q27fx)

g. What is the approximate cost of generating one kw/h of electricity from this source? q27g per kw/h

28. a. Do you use water in the production process? q28a **1= Yes 2= No (If NO, go to 29)**

b. What percentage of your establishment's water supply, used in the production process, do you get from:

- | | |
|------------------------------------|----------------|
| 1. public sources? | <u>q28b1</u> % |
| 2. your own well or a shared well? | <u>q28b2</u> % |
| 3. purchased from private vendors? | <u>q28b3</u> % |
| TOTAL | 100% |

29. During the last year....

	what percentage of the value of your shipments was lost while in transit due to breakage or spoilage?	what percentage of the value of your shipment was lost while in transit due to theft?
1. for shipments in the domestic market	<u>q29a1</u> (% of shipment value)	<u>q29b1</u> (% of shipment value)
2. for international shipments (direct exports or imports)	<u>q29a2</u> (% of shipment value)	<u>q29b2</u> (% of shipment value)

30. a. Does your establishment use its own transport for its shipments? q30a
1= Yes 2= No (If NO, go to 31)

b. What percentage of your establishment's shipments use your own transport? q30b %

31. What is your main transport mode used when shipping products and/or inputs? q31
 1. land transport 2. air transport 3. maritime transport

32. Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?

a. E-mail? q32a 1= Yes 2= No

b. A website? q32b 1= Yes 2= No

33. a. Is your establishment a member of a business association or chamber of commerce? q33a
1= Yes 2= No (If NO, go to 34)

For the most important association (*most important for your establishment*) to which your establishment belongs...

b. Is membership in this association mandatory? q33b 1= Yes 2= No

c. Is membership confined to members of your industry? q33c 1= Yes 2= No

d. Please indicate which of the following services it provides to your establishment:

SHOW CARD

Serviced Provided?

1= Yes 2= No

- | | | | |
|--|---|---|--------------|
| 1. Lobbying government | 1 | 2 | <u>q33d1</u> |
| 2. Resolution of disputes (with officials, workers or other firms) | 1 | 2 | <u>q33d2</u> |
| 3. Information and/or contacts on product and input markets | 1 | 2 | <u>q33d3</u> |
| 4. Accrediting standards or quality of products; reputational benefits | 1 | 2 | <u>q33d4</u> |
| 5. Information on government regulations | 1 | 2 | <u>q33d5</u> |
| 6. Other (specify: <u>q33dx</u>) | 1 | 2 | <u>q33d6</u> |

If NO to all go to 'f'

e. Of the above services provided, which one is the most important for your establishment?
q33e

f. How much do you pay annually in dues to this main association to which you belong?
q33f GYD

FINANCE

34. What percent of your establishment's inputs are bought on credit? q34 %

35. Over the last year which of the following sources of financing did you use for
a. Working capital (i.e. inventories, accounts receivable and cash)
and **b. New Investments** (i.e. new land, buildings, machinery and equipment)

SHOW CARD

	a. Working Capital	b. New Investments
1. Internal funds or retained earnings	<u>q35a1</u> %	<u>q35b1</u> %
2. Domestic commercial banks (loan, overdraft)	<u>q35a2</u> %	<u>q35b2</u> %
3. International commercial banks	<u>q35a3</u> %	<u>q35b3</u> %
4. Leasing arrangement	<u>q35a4</u> %	<u>q35b4</u> %
5. Special development financing/ or public financing (government agencies) / or other public services	<u>q35a5</u> %	<u>q35b5</u> %
6. Private investment funds	<u>q35a6</u> %	<u>q35b6</u> %
7. Trade credit (supplier or customer credit)	<u>q35a7</u> %	<u>q35b7</u> %
8. Credit cards	<u>q35a8</u> %	<u>q35b8</u> %
9. Equity, sale of stock	<u>q35a9</u> %	<u>q35b9</u> %
10. Family, friends	<u>q35a10</u> %	<u>q35b10</u> %
11. Informal sources (e.g. money lender)	<u>q35a11</u> %	<u>q35b11</u> %
12. Other (specify: <u>q35ax, q35bx</u>)	<u>q35a12</u> %	<u>q35b12</u> %
TOTAL	100%	100%

36. Does your establishment have an overdraft facility (short term credit excluding loans)?

q36 **1= Yes 2= No (If NO, go to 37)**

- a. What percent is currently **NOT** used? q36a % of total value of overdrafts
b. Over the last year, what was the average **monthly** interest rate of the overdraft? q36b % per month

37. a. Does your establishment currently have a loan from a financial institution? q37a

1= Yes 2= No (If NO, go to 38)

For the most recent loan...:

- b. What year was this loan approved? q37b year
c. In what currency was the loan? q37c 1= GYD 2= other (specify: q37cx name of currency)
d. Did the loan require collateral or a deposit? q37d **1=Yes 2= No (If NO, go to 37.g)**
e. Which of the following were used as collateral...:
1. Land and buildings? q37e1 1= Yes 2= No
2. Immoveable plant, machinery q37e2 1= Yes 2= No
3. Moveable Machinery and equipment (incl. vehicles)? q37e3 1= Yes 2= No
4. Other Tangible assets (e.g. accounts receivable, inventory)? q37e4 1= Yes 2= No
5. Personal assets of the owner/manager (e.g. house)? q37e5 1= Yes 2= No
6. Other (specify: q37ex) q37e6 1= Yes 2= No
f. What was the approximate value of the collateral required as a percentage of the loan value? q37f %
g. Over the last year, what was the loan's approximate annual rate of interest? q37g %
h. What is the total duration (term) of the loan? q37h months
i. What was the **main** use of this loan? q37i
1. to buy machinery and equipment
2. to buy other fixed assets (land, buildings)
3. to buy inputs, supplies, goods to re-sell
4. to pay earlier loans (→ specify use of original loan: q37i4x)
5. other (specify: q37i5x) **(Go to 41)**

38. What is the reason why you do not have a loan? q38
1. Because you did not apply for a loan
 2. Because the last application for a loan was turned down → **(Go to 40)**
 3. Because the approval of the application for a loan is still pending → **(Go to 41)**

39. What was the principal reason why you did not apply for a loan?
q39 (principal reason)

SHOW CARD

1. Do not need loans
2. Application procedures for bank loans are too burdensome
3. Collateral requirements of bank loans are too strict
4. Interest rates are too high
5. It is necessary to have contacts or give informal payments to get the loans (Corruption in the allocation of bank credit)
6. Did not think that it would be approved
7. Others (specify: q39x) → **(Go to 41)**

40. What was the principal reason given to you when the application was turned down? q40 principal reason?

SHOW CARD

1. Lack of accepted collateral (e.g. property not accepted as collateral)
2. Incompleteness of application
3. Perceived lack of profitability of project
4. Bad credit history
5. Other (specify: q40x)

41. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency?
q41 %

42. Does your establishment have...: a. a checking and/or saving account? q42a 1=Yes 2= No
 b. property and casualty insurance on its assets? q42b 1=Yes 2= No

43. Does your establishment have its annual financial statements certified by an external auditor?
q43 1=Yes 2= No

44. a. Does your establishment own or lease the majority of its land? q44a 1=own 2=lease
 b. Does your establishment own or lease the majority of your buildings? q44b 1=own 2=lease

c. Whether you rent or own your land, buildings, and machinery and equipment, at the end of 2003, if you had to purchase back the following in its current condition, how much would it have cost?

	Value in thousands GYD 2003
Machinery and equipment (including transport)	q44c1
Land, buildings and leasehold improvements	q44c2
Of which: Land	q44c3

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

45. a. To what degree do you agree or disagree with this statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes."

Do you (read 1-6)? q45a or DK=-666

SHOW CARD

- | | |
|---------------------------|------------------------|
| 1. Fully disagree | 4. Tend to agree |
| 2. Disagree in most cases | 5. Agree in most cases |
| 3. Tend to disagree | 6. Fully agree |

b. Has your establishment been involved in a court case in the last 3 years? q45b 1=Yes 2= No

46. a. On average over the last year, what percent of your establishment's sales was...?

- | | |
|--|--|
| 1. Pre-paid (paid before delivery) | <u>q46a1</u> % |
| 2. Paid at delivery | <u>q46a2</u> % |
| 3. Sold on credit (or with deferred payment) | <u>q46a3</u> % (If 0, go to 47) |
| TOTAL: | 100% |

b. On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time? q46b % **(If 0, go to 47)**

c. Typically, what percent of these monthly sales are never repaid? q46c %

d. In general, how many days does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers? q46d days

e. How many days does it take to resolve an overdue payment with private customers through means other than court action, such as direct negotiations, through third-parties (mediators, business associations, private enforcement agents, etc.) or through the Government? q46e days

47. Over the last 2 years, did you have disputes over overdue payments with private customers? q47
1=Yes 2= No (If NO, go to 48)

a. What percent of this disputes were resolved by court action? q47a %

b. On average, how many weeks did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case? q47b weeks

c. Were the decisions of the court (whether in your favour or not) generally enforced? q47c
1=Yes 2= No (If NO, go to 48)

d. On average, how many weeks did the enforcement (execution) of the court judgment take (from the moment of the issuance of the court decision until the moment you obtained payment?)
q47d weeks

48. We have heard that establishments are sometimes required to make gifts or informal payments to court judges and/or other court officials to influence the speed with which a court case is resolved, or even the outcome of court cases.

a. Does this occur for establishments in your industry (not necessarily yours)? q48a
1=Yes 2=No (If NO, go to 49)

b. On average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your industry? q48b1 % of sales

[IF RESPONDENT CANNOT ANSWER IN PERCENTAGE, ASK TOTAL VALUE IN GYD:

q48b2 GYD]

CRIME

49. a. Did your establishment experience losses in the last year due to theft, robbery, vandalism, or arson?
q49a **1=Yes 2=No (If NO, go to 50)**
- b. Please estimate the value of the losses in GYD: q49b GYD
- c. How many cases of theft, robbery, vandalism, or arson occurred? q49c number
- d. How many of these incidents did you report to the police? q49d number **(If 0, go to 50)**
- e. Of these reported incidents, how many were solved (the perpetrator was caught, etc.)? q49e number
50. During the past year please estimate your establishment's costs for:
- a. security related to crime (equipment, personnel, or professional security service)?
q50a GYD
- b. other payments (e.g. to organized crime to prevent violence)? q50b GYD

BUSINESS-GOVERNMENT RELATIONS

51. To what extent do you agree or disagree with this statement?: "In general, government officials' interpretations of regulations affecting my establishment are predictable."
Do you (read 1-6)? q51 or DK=-666

SHOW CARD

- | | |
|---------------------------|------------------------|
| 1. Fully disagree | 4. Tend to agree |
| 2. Disagree in most cases | 5. Agree in most cases |
| 3. Tend to disagree | 6. Fully agree |

52. a. At your current level of production, 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, requirements to pay mandatory benefits, etc.), would you increase, decrease or keep constant your current workforce? q52a
1. Keep constant → **(Go to 53)**
2. Increase. → How many would you hire? q52a2 number
3. Decrease. → How many would you fire? q52a3 number
- b. Which of the following are the main two reasons to prevent you from changing your level of employment?
Most important reason q52b1 Second most important reason q52b2

SHOW CARD

1. Laws and regulations regarding hiring, firing of workers
2. Union agreements or pressure
3. High minimum wage or mandatory benefits
4. Pressure from politicians or political groups
5. Fear of social sanctions
6. Other (specify: q52b1x)
7. Other (specify: q52b2x)

53. In a typical week over the last year, what percentage of total senior management's time (e.g. general manager, chairman, director, vice-president, and/or chief officers for operation, finance, but not supervisors) was spent in dealing with requirements imposed by government regulations (e.g. taxes, customs, labor regulations, licensing and registration, inspections) including dealings with officials, completing forms, etc.? q53 %

54. 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.

a. Does this occur for establishments in your industry (not necessarily yours)? q54a

1=Yes 2=No (If NO, go to 55)

b. On average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? q54b1 % of sales

[IF RESPONDENT CANNOT ANSWER IN PERCENTAGE, ASK TOTAL VALUE IN GYD:

q54b2 GYD]

55. Based on the most recent experience of your establishment over the **last two years**,...

SHOW CARD

	How many days did it take to obtain the following services or licenses (from the day you applied to the day you received the service or approval)?	Was a gift or informal payment ever expected/ requested?
1. A mainline telephone connection	<u>q55a1</u> (days)	1=Yes 2= No <u>q55b1</u>
2. An electrical connection	<u>q55a2</u> (days)	1=Yes 2= No <u>q55b2</u>
3. A water connection	<u>q55a3</u> (days)	1=Yes 2= No <u>q55b3</u>
4. A construction permit	<u>q55a4</u> (days)	1=Yes 2= No <u>q55b4</u>
5. An import license	<u>q55a5</u> (days)	1=Yes 2= No <u>q55b5</u>
6. Main operating license (specify: <u>q55x</u>)	<u>q55a6</u> (days)	1=Yes 2= No <u>q55b6</u>

56. a. Recognizing the difficulties many establishments face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your industry reports for tax purposes? q56a % reported

b. Recognizing the difficulties many establishments face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your industry? q56b % reported

57. We have heard that tax exemptions were very common until recently, and that a new law was passed in 2003 to eliminate discretion in the granting of tax exemptions.

a. Did your establishment obtain any tax exemptions between 2000 and 2003? q57a 1=Yes 2=No

1=Yes 2=No (If NO, go to 58)

b. On average, over a year, what percent of annual sales value would such exemptions constitute? q57b %

c. Looking ahead, do you anticipate that your establishment would be able to receive the tax exemptions that you had until 2003? q57c 1=Yes 2=No

58. During the **last year** ...

	a. How many times in total was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials from.....	b. What was the average duration for each occurrence ?	c. What were the costs of fines or seized goods, associated with these interactions?	d. Was a gift or informal payment ever expected/ requested?	e. If YES, of how much?
1. Tax Inspectorate	<u>q58a1</u>	<u>q58b1</u>	<u>q58c1</u>	1=Yes 2= No <u>q58d1</u>	<u>q58e1</u> (GYD)
2. Labor and Social Security	<u>q58a2</u>	<u>q58b2</u>	<u>q58c2</u>	1=Yes 2= No <u>q58d2</u>	<u>q58e2</u> (GYD)
3. Fire and Building Safety	<u>q58a3</u>	<u>q58b3</u>	<u>q58c3</u>	1=Yes 2= No <u>q58d3</u>	<u>q58e3</u> (GYD)
4. Sanitation/ Epidemiology	<u>q58a4</u>	<u>q58b4</u>	<u>q58c4</u>	1=Yes 2= No <u>q58d4</u>	<u>q58e4</u> (GYD)
5. Municipal Police	<u>q58a5</u>	<u>q58b5</u>	<u>q58c5</u>	1=Yes 2= No <u>q58d5</u>	<u>q58e5</u> (GYD)
6. Environmental	<u>q58a6</u>	<u>q58b6</u>	<u>q58c6</u>	1=Yes 2= No <u>q58d6</u>	<u>q58e6</u> (GYD)
7. TOTAL , all agencies (including those not listed above)	<u>q58a7</u>	<u>q58b7</u>	<u>q58c7</u>	1=Yes 2= No <u>q58d7</u>	<u>q58e7</u> (GYD)

59. a. When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract? q59a 1=Yes 2=No

b. What is the typical value of the gift or informal payment as a percentage of the contract value? q59b %

Productivity and the Investment Climate Private Enterprise Survey

About the survey

The Firm Level Survey of Guyana is a collaborative effort of the CEMCO Inc. and The World Bank. Similar surveys are being carried out in other developing countries, particularly in Brazil, Guatemala, Honduras, Nicaragua, Peru and China.

The general purpose of the survey is to understand the investment climate in Guyana and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of Guyana in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Guyana, both strengths and weaknesses.

CONTROL INFORMATION (to be filed prior to the interview)

0.1 ESTABLISHMENT NO: _____code1_____

PLEASE NOTE

- 1) Values may be entered with reference to either solar year or fiscal year (you can use either one):
 - a) if you decide to use the solar year then “2003” in the questionnaire = Jan. 1, 2003 to Dec. 31, 2003;
 - b) if you decide to use the fiscal year then “2003” in the questionnaire = April 1, 2003 to March 31, 2004, or any other starting/ending month
- 2) All monetary values must be expressed in the national currency, the Guyana Dollar

Part B: (For HR Manager or Accountant)

LABOR RELATIONS

60. Please describe your workforce using the following definitions:

Professionals:	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.
Skilled Production worker:	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
Unskilled Production worker:	Persons involved in production process whom management considers to be unskilled.
Non Production workers	Persons not directly involved in the production process and not included in the preceding categories (ie: cleaning staff, security personnel, etc.)

a. The following table refers only to **permanent workers** (including management) of your establishment. (*Permanent workers are defined as all paid workers that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract.*)

		Total	Professionals	Skilled Production Workers	Unskilled Production Workers	Non production workers
Total number of workers at the end of fiscal year 2001		q60a3y				
Total number of workers at the end of fiscal year 2002		q60a2y				
Total number of workers at the end of fiscal year 2003		q60a1y	q60b1y	q60c1y	q60d1y	q60e1y
Of which:	% female	q60a1	q60b1	q60c1	q60d1	q60e1
	% part-time	q60a2				
Total compensation (including benefits, if applicable) of all workers in each category in thousands GYD		q60a3 000GYD	q60b3 000GYD	q60c3 000GYD	q60d3 000GYD	q60e3 000GYD

b. How many hours per week did they work? q60b hours/week

c. Please specify the average number of **permanent workers in 2003** by ethnicity, gender and skill:

Ethnic origin	Professionals		Skilled Production Workers		Unskilled Production Workers	
	Male	Female	Male	Female	Male	Female
European	q60c11	q60c12	q60c13	q60c14	q60c15	q60c16
Chinese	q60c21	q60c22	q60c23	q60c24	q60c25	q60c26
Afro-Guyanese	q60c31	q60c32	q60c33	q60c34	q60c35	q60c36
Indo-Guyanese	q60c41	q60c42	q60c43	q60c44	q60c45	q60c46
Amerindian	q60c51	q60c52	q60c53	q60c54	q60c55	q60c56
Other	q60c61	q60c62	q60c63	q60c64	q60c65	q60c66

d. Are there any workers under the age of 15 in your establishment? q60d **1=Yes 2=No (If NO, go to 61.a)**

e. Please specify their number and average age in 2003?

	Number	Average Age
Male	<u>q60e11</u>	<u>q60e12</u>
Female	<u>q60e21</u>	<u>q60e22</u>

61. a. Do you hire foreign nationals among your permanent workers? q61a 1=Yes 2=No

1=Yes 2=No (If NO, go to 62)

b. How many of your permanent skilled, professional, or managerial workers are foreign nationals?
q61b number

62. a. In 2003, how many new permanent employees did your establishment hire? q62a
number

b. In 2003, how many permanent employees from your establishment:

1. were dismissed or laid off? q62b1 number
2. left due to sickness or died? q62b2 number
3. left the country? q62b3 number
4. left for other reasons? q62b4 number

63. Did you hire temporary workers within last 3 years? q63 1=Yes 2=No **(If NO, go to 66)**
(Temporary workers are defined as all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.)

64. The following table refers only to **temporary workers** of your establishment.

	FY2003	FY2002	FY2001
Average number of temporary workers employed:	<u>q64a1y</u>	<u>q64a2y</u>	<u>q64a3y</u>
of which:	% of female	<u>q64a1</u>	
	average number of part-time workers	<u>q64a2</u>	
Average length of employment for each work	<u>q64a3</u> months		
Total compensation (including benefits, if applicable) of all temporary workers in thousands GYD	<u>q64a4</u> 000GYD		

65. For temporary workers

- a. On average, how many hours per week do they work? q65a hours/week
- b. What is the minimum wage paid to them? q65b minimum wage per month
- c. Are temporary workers entitled to overtime pay? q65c 1=Yes 2=No

66. Within the last two years, how many weeks did it take to fill your most recent vacancy through external recruitment for a:

- a. skilled technician q66a weeks NA= -777
- b. production/service worker q66b weeks NA= -777
- c. manager q66c weeks NA= -777

67. In the last year, did you offer formal internal training (beyond “on the job”) to your permanent employees? q67 1=Yes 2=No

68. In the last year, did you offer formal external training (beyond “on the job”) to your permanent employees? q68 1=Yes 2=No **(If NO to both, go to 70)**

69. a. What percentage of your total permanent employees received formal training in the last year? Skilled Unskilled (*)
q69a1 % q69a2 %
 b. What was the average number of weeks of training for each employee? q69b1 weeks q69b2 weeks
 (* Unskilled workers include unskilled production and non-production workers)

70. What percent of your workforce is unionized? q70 %

71. How many days of production last year did you lose due to
 a. worker strikes or other labor disputes? q71a days of production
 b. civil unrest? q71b days of production
 c. employee absenteeism due to illness, death, funerals? q71c days of production

72. What percent of the workforce at your establishment have the following education levels?
 a. University or equivalent (complete or incomplete) q72a %
 b. Completed secondary (incl. vocational) q72b %
 c. Incomplete secondary q72c %
 d. Completed primary q72d %
 e. Did not complete primary q72e % → What percentage are female? q72e1 %
 Total 100%

SECTION II: PRODUCTIVITY

73. Please provide the following information on your establishment's production, sales and expenses

	Value in thousands GYD		
	2003	2002	2001
Total sales	<u>q73a1y</u> 000GYD	<u>q73a2y</u> 000GYD	<u>q73a3y</u> 000GYD
Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale	<u>q73b1y</u> 000GYD	<u>q73b2y</u> 000GYD	<u>q73b3y</u> 000GYD
Total cost of labor, including wages, salaries and bonuses	<u>q73c1y</u> 000GYD	<u>q73c2y</u> 000GYD	<u>q73c3y</u> 000GYD
Rent on land and buildings	<u>q73d1y</u> 000GYD	<u>q73d2y</u> 000GYD	<u>q73d3y</u> 000GYD
Of which: rent on Land	<u>q73e1y</u> 000GYD	<u>q73e2y</u> 000GYD	<u>q73e3y</u> 000GYD
Rent on machinery, equipment, and vehicles	<u>q73f1y</u> 000GYD	<u>q73f2y</u> 000GYD	<u>q73f3y</u> 000GYD
Interest charges	<u>q73g1y</u> 000GYD	<u>q73g2y</u> 000GYD	<u>q73g3y</u> 000GYD
All other costs, i.e.: energy, transport, overhead expenses, etc	<u>q73h1y</u> 000GYD	<u>q73h2y</u> 000GYD	<u>q73h3y</u> 000GYD
Total Inventory and stocks held at end of year	<u>q73i1y</u> 000GYD	<u>q73i2y</u> 000GYD	<u>q73i3y</u> 000GYD
Of which: Finished goods	<u>q73j1y</u> 000GYD	<u>q73j2y</u> 000GYD	<u>q73j3y</u> 000GYD
Raw materials excluding fuel and works in progress	<u>q73k1y</u> 000GYD	<u>q73k2y</u> 000GYD	<u>q73k3y</u> 000GYD
Fuel	<u>q73l1y</u> 000GYD	<u>q73l2y</u> 000GYD	<u>q73l3y</u> 000GYD

(Total sales is the value of all sales including manufactured goods and goods the establishment has bought for trading. If a firm makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported.)

(Purchase of raw materials and intermediate goods are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production.)

(Total cost of labor, including wages, salaries and benefits is the total wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance.)

(Inventories and stocks held at end of year include all goods, works in progress, raw materials and fuels held in inventory on the final business day of the year.)

74. Of the other costs you told me above, if possible, please provide the following breakdown (if thousands GYD is not available, please estimate in terms of percent of total other costs. However, answers must all be in thousands GYD or in %).

	2003 (thousands GYD)	Or as % of total other costs
Total Energy and Fuel	q74a1y 000GYD	q74a2 %
Of which: Fuel for generator	q74b1y 000GYD	q74b2 %
Transport/logistics (excluding rent on vehicles)	q74c1y 000GYD	q74c2 %
Water	q74d1y 000GYD	q74d2 %
Telephones/communications	q74e1y 000GYD	q74e2 %
Marketing and advertising	q74f1y 000GYD	q74f2 %

75. a. During the last accounting year, what percentage represented your net profits (after tax) over your establishment's total annual sales? q75a % (If NA=-777, go to 76)
- b. Approximately, what percentage of the establishment's net profits (after tax) were reinvested in your establishment (that is, not distributed to owners or shareholders)? q75b %

76. How much did your establishment spend on purchases of...?

	Value in thousands of GYD	
	2003	2002
Machinery and equipment (new and/or used)	q76a1y 000GYD	q76a2y 000GYD
Land, buildings or improvements to leasehold	q76b1y 000GYD	q76b2y 000GYD
Of which: Land	q76c1y 000GYD	q76c2y 000GYD
Vehicles	q76d1y 000GYD	q76d2y 000GYD
Information technology	q76e1y 000GYD	q76e2y 000GYD
Design, Research and Development (*)	q76f1y 000GYD	q76f2y 000GYD

(* Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.)

77. What was the net book value of the following at the end of the year...?

	Value in thousands of GYD at end of year		
	2003	2002	2001
Machinery and equipment (including transport)	q77a1y 000GYD	q77a2y 000GYD	q77a3y 000GYD
Land, buildings and leasehold improvements	q77b1y 000GYD	q77b2y 000GYD	q77b3y 000GYD
Of which: Land	q77c1y 000GYD	q77c2y 000GYD	q77c3y 000GYD

78. What was the value of the following at the end of the year...?

	Value in thousands GYD as of end of the fiscal year	
	2003	2002
Value of your total assets?	q78a1y 000GYD	q78a2y 000GYD
Of which: value of your accounts receivable?	q78b1y 000GYD	q78b2y 000GYD

79. Please provide the following information on the structure of your establishment's liabilities:

	Value in thousands GYD as of end of the fiscal year	
	2003	2002
Total Liabilities	q79a1y 000GYD	q79a2y 000GYD
Long-term liabilities (i.e. more than 1 year)	q79b1y 000GYD	q79b2y 000GYD
Short-term liabilities (i.e. one year or less)	q79c1y 000GYD	q79c2y 000GYD
Of which: payables	q79d1y 000GYD	q79d2y 000GYD
Equity (share capital + retained earnings)	q79e1y 000GYD	q79e2y 000GYD

80. a. What are your establishment's three main products?

[ASK FOR DESCRIPTION AND CODE. FOR 'CODE', SHOW LISTS OF ISIC-REV3 4 DIGITS-CODES OF THE CORRESPONDING SECTOR WHERE THE ESTABLISHMENT BELONGS]

b. What percent of your establishment total sales is represented by each of these main product lines?

	<u>a1. Description</u>	<u>a2. Codes</u>	<u>b. % of Total Sales</u>
1.	_____ q80a11x _____	_____ q80a21 _____	_____ q80b1 % _____
2.	_____ q80a12x _____	_____ q80a22 _____	_____ q80b2 % _____
3.	_____ q80a13x _____	_____ q80a23 _____	_____ q80b3 % _____

81. Regarding the most important product for the last two years in terms of its share of your establishment's revenues,

- a. please provide a description of the product: _____ q81ax _____ product description
- b. please provide information on this product, such as the quantity sold, the unit of measurement, and the average price, for 2003 and 2002 (*answers are requested for each year separately*).

Year	Physical Quantity sold (units)	Unit of measurement	Average price in GYD
2003	_____ q81b1y _____	_____ q81c1yx _____	_____ q81d1y _____
2002	_____ q81b2y _____	_____ q81c2yx _____	_____ q81d2y _____

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