

ENTERPRISE SURVEY RESIDUAL QUESTIONNAIRE GHANA

Questionnaire Type	a0 (=3)			
Country:	a1 (=Ghana)			
Questionnaire ID:	serial			
Establishment ID Code:	eec_estid			
	Yes		N	lo
Is Establishment Panel?	eec_	panel		
Panel ID	eec_panelid			
	Ye	es	N	lo
Supervisor Call Back	eec_ca	allback		

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ENTERPRISE SURVEY

A - CONTROL INFORMATION

Establishment	eec_est						
Address	eec_addr	Phone		eed	_tel		
Region (see table below)	a2	City		City		а	3
Respondent	eec_resp	Interviewer		Code:	a12		
		Samp	le Frame	Rea	ality		
Industry code (see table below)			a4a	a	4b		
Size (see table below)		a6a a6b		6b			
		Yes	No	No, but some s	hared activities		
Is the actual stratum the same as th	e sample stratum?	a5					
				Yes	No		
Is the establishment part of a larger	firm?			a7			
	nent maintain financial information	n specific to this establishment?		a10			
Supervisor		•		Code:	a13		

Region	
Accra-Temin	1
Kumasi	2
Tamale	3
Takoradi	4

Industry Code					
Food	15		Wholesale	51	
Textiles	17		Retail	52	
Garments	18		Information Technology	72	
Chemicals	24		Hotels and restaurants	55	
Plastics and rubber	25		Other Services	50	
Non metallic mineral products	26		Construction	45	
Basic metals	27		Transport (60-64)	60	
Fabricated metal products	28				
Machinery and equipment	29				
Electronics (31 & 32)	31				
Other manufacturing	2				

C!	
Size	
Small (5-19 employees)	1
Medium (20-99 employees)	2
Large (100 employees and more)	3

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B - GENERAL INFORMATION

Month(MM)	Day(DD)	Hour	Minutes	AM/PM	
a14_mth	a14_day	a14_hr	a14_min	a14_am	a14

Note: Questions 1 through 3 apply to your entire firm, including all its establishments

B1)

What is the current legal status of your firm? (see table below)	b1
------------------------------------------------------------------	----

Legal status		
Publicly listed company	1	
Private held, limited company	2	
Sole proprietorship	3	
Partnership	4	
Limited Partnership	5	
Other (specify):	6	
b1x		

B2) What percentage of your firm is owned by:

	b2a	%
Private domestic individuals, companies or organizations	DZa	70
Private foreign individuals, companies or organizations	b2b	%
Government/State	b2c	%
Other	b2d	%
Total	100%	

ENTERPRISE SURVEY

B - GENERAL INFORMATION

B3)

What percentage of this firm does the largest owner(s) own?	b	3 %
What is the ethnic origin of the largest shareholder? (see table below):	AFb4a	
	Yes	No
Are any of the owners female?	b4	

Ethnic origin		
African	1	
Indian	2	
Lebanese or Middle Eastern	3	
Other Asian	4	
European / Caucasian	5	
Other	6	

Note: The following questions only apply to this establishment.

B4)

D4)			_
What is the highest level of education of the top manager? (see table below)	AFb7a		
How many years of experience working in this sector does the top manager have?		b7 years	
In what year did this establishment begin operations in this country?	b5		
	Yes	No	
Was this establishment formally registered when it began operations in this country?	b6a		if yes to C1
– If no, in what year was it registered?	b6b		

ENTERPRISE SURVEY

B - GENERAL INFORMATION

Level of education		
No education	1	
Primary school	2	
Started but did not complete secondary school	3	
Secondary School	4	
Vocational Training	5	
Some university training	6	
Graduate degree (BA, BSc etc.)	7	
Masters of Business Administration (MBA) from university in this country	8	
Masters of Business Administration (MBA) from university in another country	9	
Other post graduate degree (Ph.D, Masters) from university in this country	10	
Other post graduate degree (Ph.D, Masters) from university in another country	11	

ENTERPRISE SURVEY C - SALES & EXPORTS

C2)

In 2006 :	
What percentage of your establishment's sales were:	
- Paid for before delivery	k2a %
- Paid for on delivery	k2b %
- Paid for after delivery	k2c %
Total	100%
What percentage of the total payments you received were in the form of non-cash payments through the formal financial sector (checks, direct deposits, or credit cards)?	AFk6b %

C4)

In its communications with clients and suppliers, does your establishment currently use:	Yes	No
- E-mail?	c22a	
- Its own website?	c22b	

C5) For 2006,

Considering this establishment's main sales item :		
What was its local market share?	AFe1a %	
For this establishment's main product:	Yes	No
Has this establishment reduced prices of its main product in response to price reductions by its domestic competitors?	e12	
Has this establishment reduced prices of its main product in response to price reductions by its foreign competitors?	e13	

ENTERPRISE SURVEY C - SALES & EXPORTS

C6) In 2006, what percentage of your establishment's sales were:

National sales	d3a	%	If less than 100%, In what year did you begin exporting directly or indirectly?	d8	
Direct exports	d3c	%			
Indirect exports (see definition)	d3b	%			If Direct
Total	1	00%			exports = 0%, go to D1

Indirect exports	
Goods sold domestically to another firm who then exports them.	

C7) If you exported directly in 2006,

- / /		
What percentage of the consignment value of the products shipped was lost while in transit because of breakage or spoilage?	d7	%
What percentage of the consignment value of the products shipped was lost while in transit because of theft?	d6	%
For the main point of exit in 2006:		
 What was the average number of days it took you to clear customs? (see definition below) 	d4	Days
 What was the longest number of days it took you to clear customs? 	d5	Days

Days to clear customs
From the time your goods arrived at their point of exit (e.g. port, airport) until the time they cleared customs.

D3)

In 2006, what percentage of total annual purchases of material inputs or services, were:	
- Paid for before delivery?	k1a %
- Paid for on delivery?	k1b %
- Paid for after delivery?	k1c %
Total	100%

D4)

For how many years have you known the primary supplier of the main sales item used in 2006?	AFd11a	Years
What was the main source of information that this establishment had about its newest supplier? (see table below)	AFd11b	

Source of Information		
Personal knowledge	1	
Other businesses in the same line of business as this establishment	2	
Other business associates, suppliers, or customers	3	
Business association or Chamber of Commerce	4	
Government agency	5	
Family and friends	6	
Tender	7	
Advertisement	8	
Internet	9	
Supplier is located close to this establishment	10	
Supplier contacted this establishment	11	
Others	12	

E2)

	Yes	No
Does this establishment have an internationally-recognized quality certification (ISO 9000, 9002, 14000, etc.)?	b8	

E4)

	Yes	No
Does this establishment compete against unregistered or informal firms?	e11	

F1) a) Do you think that the following present any **obstacle** to the current operations of your establishment? (See table below and show card):

1	Access to finance (availability and cost)	k30
2	Access to land	g30a
3	Business licensing and Permits	j30c
4	Corruption	j30f
5	Courts	h30
6	Crime, theft and disorder	i30
7	Customs and Trade Regulations	d30b
8	Electricity	c30a
9	Inadequately educated workforce	l30b
10	Labor Regulations	l30a
11	Political instability	j30e
12	Practices of competitors in the informal sector	e30
13	Tax administration	j30b
14	Tax rates	j30a
15	Transportation of goods, supplies, and inputs	d30a
	Macroeconomic instability	eec_f1a14
	 If macroeconomic instability is an obstacle, which of the following instability aspects is most problematic? (see table below and show card) 	rsa_f1a14a

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

	Instability Aspects
1	Exchange rate instability
2	Level of exchange rate
3	Inflation
4	Unstable domestic demand for this establishment's goods & services
5	Other (Specify): rsa_f1a14ax

b) Among the issues numbered 1 to 15 above, please indicate which one constitutes:

The most serious obstacle m1a	
The second most serious obstacle	m1b
The third most serious obstacle	m1c

G1)

In 2006 , did your	Yes	No	If yes,								
establishment experience:			How many times in a How long did each			What we year as a	-	ır total losses fo t,	or the		
			typical month?	occurrence last on average?		• •		as a % of annual sa		or as a total a	mount
Power outages?	c6		с7	с8	hrs	c9a	%	c9b	GHC		

G8)

	Υe	es	No	
In 2006, did this establishment pay for security (equipment, personnel, or professional security services)?	i'	I		
- If yes , how much was spent? (calculated as total annual cost or as a percentage of annual sales)	i2b	GHC	i2a	%

G9)

	Ye	s	No	
In 2006, did this establishment experience losses as a result of theft, robbery, vandalism or arson?	i3			
 If yes, what were the estimated losses? (calculated as the total annual value or as a percentage of annual sales) 	i4b	GHC	i4a	%

ENTERPRISE SURVEY

I - BUSINESS - GOVERNMENT RELATIONS

I1)

Over the last 12 months, in a typical week, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations? (see definition below)	jž	2 %	
To what extent do you agree or disagree with the following statements? (see table below and show card)			
 Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable 	j1:	а	
- The court system is fair, impartial and uncorrupted	h7	a	
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 percentage of total annual sales, or estimated	j7a	j7b	
annual value, do establishments like this one pay in informal payments/gifts to public officials for this purpose?	% GHC		
	Yes	No	
Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government?	j6a		IF No, Go TO I2
 If yes, when establishments like this one do business with the government, what percentage of the contract value would typically be paid in informal payments/gifts to secure the contract? 	j	6 %	

Agree or disagree	
Strongly disagree	1
Tend to disagree	2
Tend to agree	3
Strongly Agree	4

	Senior Management
Managers, directors, an workers.	d officers above direct supervisors of production/sales

Government regulations
For example: taxes, customs, labor regulations, licensing and
registration, including dealings with officials and completing forms

ENTERPRISE SURVEY

I - BUSINESS - GOVERNMENT RELATIONS

12)

In the last 2 years, did you request:	Yes No		If yes, how many da it take to obtain	-	If yes, was a gift or informal payment ever expected/requested?		
			If still in process, "SIP"	write	Yes	No	
A mainline telephone connection	c19		c20	Days	c21		
An electrical connection	с3		c4	Days	c5		
A water connection	c12		c13	Days	c14		
A construction-related permit	g2		g3	Days	g4		
An import license	j10		j11	Days	j12		
An operating license	j13		j14	Days	j15		

13)

	Yes	No
Over the last 12 months, was this establishment visited by, inspected by, or required to meet with tax officials?	j3	
- If yes , how many times?		4
		No
 In any of these visits, inspections or meetings, was a gift or informal payment expected/requested? 	j5	

14)

What percentage of total annual sales would you estimate a typical establishment in your sector of activity reports for tax purposes?	AFj8	%

ENTERPRISE SURVEY J – LABOR RELATIONS

Please refer to the following definitions for this section

	Definitions					
Skilled production workers :	Persons involved directly in the production process or at a supervisor level and whom management considers to be skilled					
Unskilled production workers :	Persons involved in production processes but whom management considers to be unskilled.					
Non production workers :	Management, professional, support, administrative, sale employees and others					
Temporary/seasonal workforce	All paid short-term (i.e. for less than a fiscal year) employees that work 8 or more hours per day with no guarantee of renewal of employment contract)					
Permanent workforce	All paid employees that work 8 or more hours per day and that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract.					
Part-time workers	All paid workers that work less than 8 hours per day					

J1)

How many full-time employees did this establishment employ when it started operations?	b6
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J2)

Please describe the full-time permanent workforce of your establishment:	Total
Total number of employees at the end of 2006	11
Total number of employees at the end of 2003	12

J3)

Please describe the full-time seasonal/temporary workforce of your establishment in 2006		
Total number of seasonal/temporary employees :	16	
Average length of employment (months)	18	Months

J4)

_	· · /	
	At the end of 2006, how many part-time workers did you employ?	AFI8a

ENTERPRISE SURVEY

J – LABOR RELATIONS

J6)

What percentage of your workforce is currently unionized?	AFI12 %
In 2006, how many permanent employees left for the following reasons:	
Dismissed or laid off	AFI13a
 Sickness or death 	AFI13b
- Other reasons	AFI13c

J6rg)

In 2006, for the following categories, did you try to fill your most recent vacancies through external recruitment?	Yes	No	If yes, how long did it take to fill your most receivacancies (see table below)?		
			Length	Unit	
Skilled worker vacancy	rg_j6k		rg_j6k1	rg_j6k2	
Unskilled worker vacancy	rg_j6L		rg_j6l1	rg_j6l2	
Manager	rg_j6M		rg_j6m1	rg_j6m2	

Unit	
Day	1
Week	2
Month	3

ENTERPRISE SURVEY

J – LABOR RELATIONS

J8)

					Yes	No
In 2006, did this establishment run formal training programs for its permanent, full-time e	employees?			11	0	
If yes,						
 Was the formal training offered internally (i.e. at a location within the walls of 	this establishm	nent)?			rg_j8b1	
 Was the formal training offered externally (i.e. at a location outside the walls 	of this establish	nment)?			rg_j8b2	
 What percentage of workers in each of the following categories received formal training: 		Male			Female	
	Percent	Length	Unit	Percen	t Length	Unit
Skilled	rg_j8c1a1 %	rg_j8c1a2	rg_j8c1a3	rg_j8c1a4	1 % rg_j8c1a	rg_j8c1a6
Unskilled	rg_j8c1b1 %	rg_j8c1b2	rg_j8c1b3	rg_j8c1b4	1 % rg_j8c1b	rg_j8c1b6
 Managers and professionals 	rg_j8c5a1 %	rg_j8c5a2	rg_j8c5a3	rg_j8c5a	4% rg_j8c5a	rg_j8c5a6
 How much did the establishment spend on the programs, as a percent of tot 	al sales?	•			Д	Fl10a %

Unit	
Day	1
Week	2
Month	3

J9)

In 2006, did your establishment undertake any of the following activities to prevent HIV/AIDS among employees?		No
- HIV prevention messages	AFs3a	
Free condom distribution	AFs3b	
- Anonymous HIV testing	AFs3c	
How much did you spend on all HIV/AIDS programs and activities?		AFs4 GHC

J10)

ENTERPRISE SURVEY

J – LABOR RELATIONS

In the past 24 months, has your workforce been affected in any of the following ways:	Yes	No
High absenteeism among workers due to sickness	AFs1a	
 High absenteeism among workers who need to care for family members or friends due to sickness 	AFs1b	
 High absenteeism among workers due to HIV/AIDS 	AFs2a	
 High absenteeism among workers who need to care for family members or friends due to HIV/AIDS 	AFs2b	

J11)

	Yes	No
Do you have a pre-employment health check for new employees?	AFs1y	

_ K1)

	Yes	No	
In 2006, did this establishment have its annual financial statements checked and certified by an external auditor?	k21		
Does this establishment currently have a checking and/or saving account?	k6		
Of the land occupied by this establishment, what percentage does it :			
- Own		g1a	%
- Lease		g1b	%
Total		100)%

K2)

	Yes	No
Does your establishment have an overdraft facility?	k7	
- If yes , what is the average annual interest rate?		AFk7a %

K3)

For 2006 , please estimate the proportion of financing from the	Working capital	Did you purchase F	Did you purchase Fixed assets in 2006?	
sources below for :	(Current assets)	Yes	No	If No , go
		k4		to K4
		Purchases of fixed assets		
Internal funds/Retained earnings	k3a %		k5a %	
Borrowed from banks (private and state-owned)	k3bc %		k5bc %	1
Borrowed from non-bank financial institutions	k3e %		k5e %	
Purchases on credit from suppliers and advances from customers	k3f %		k5f %	
Issued new equity (shares)			k5i %	
Issued new debt (including commercial paper and debentures)			k5j %	
Other (moneylenders, friends, relatives, etc)	k3hd %		k5hd %	
Total	100%		100%	1

Current assets	
Inventory, accounts receivable and	cash accounts

Fixed assets
Machinery, vehicles, equipment, land, or buildings

K4)

124)	Yes	No	
Does your establishment currently have a line of credit or loan from a financial institution?	k8		If No, go to K5
If yes, for the most recent line of credit or loan which is still current:	Line of credit	Loan	
- Is it a line of credit or a loan?	AFk8a		
- What year was it approved?	k1	0	
- What was the amount at the time of approval?		k11 GHC]
- What is the average annual interest rate?		AFk10a%	
- What is the total duration (term) in months?	k12 Months		
- What is the name of the financial institution that granted the line of credit or the loan?	AFk9ax		
- What type of financial institution granted the line of credit or the loan? (see table below)	v) k9		
	Yes	No	
Did your financial institution require collateral?	k13		If No, go to K5
If yes, which of the following assets were required as collateral:	Yes	No	
 Land, buildings under ownership of the establishment 	k14a		
 Machinery and equipment including movables 	k14b		
- Accounts receivable and inventories	k14c		
- Personal assets of owner (house, etc.)	k14d]
- Other	k14e]
 If yes, what was the approximate value of the collateral required as a percentage of the amount of the loan or line of credit? 		k15 %	Go to K5

Type of financial institution		
Private commercial banks	1	
State-owned banks and/or government agency	2	
Non-bank financial institutions (microfinance institution, credit cooperative, credit union, finance company)	3	
Other	4	

K5)

	Yes	No	
In 2006, did this establishment apply for loans or lines of credit?	k16		If No , go to K6
- If yes , how many applications were submitted?	k18		
 How many of those applications were rejected? 	k19		If 0 , go to L1

K6)

If your establishment did not apply for a line of credit or a loan, what was the main reason ? (see table below and show card)	k17

Main reason		
No need for a loan - establishment has sufficient capital	1	
Application procedures for loans or line of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements for loans or line of credit are unattainable	4	
Size of loan and maturity are insufficient	5	
Did not think it would be approved	6	
Other	7	

ENTERPRISE SURVEY L - PRODUCTIVITY

L1)

	2003(GHC)	2006 (GHC)
What were the total sales of your establishment in:	d2	n3

L2)

Please provide the following information on your establishment's costs:	2006 (GHC)
Total cost of labor, including wages, salaries and bonuses and social payments	n2a
Total cost of rental of land/buildings, equipment, furniture	n2d

L3)

Please provide the following information on your establishment's costs:	2006 (GHC)
- Electricity	n2b
- Communications services	n2c

L4)

In 2006, how much did your establishment spend on purchases of:	2006 (GHC)
 Machinery, vehicles and equipment (new and/or used) 	n5a
- Land and buildings	n5b

Comment [YT1]: n5a, n5b, and n5c will necessarily be "0" if k4 is "No".

ENTERPRISE SURVEY M - FEEDBACK

COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

Month(MM)	Day(DD)	Hour	Minutes	AM/PM	
a15_mth	a15_day	a15_hr	a15_min	a15_am	a15

I perceive the answers to questions regarding opinions and perceptions to be (see table below):	a1	16	
The answers to questions regarding figures (productivity and employment numbers) (see table below):		a17	
This questionnaire was completed in (see table below):		18	
 If 2 or 3, estimate the duration of the whole interview a19 	a19_hr h	a19_min min	

Opinions and Perceptions	
Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

Figures		
Are taken directly from establishments' records	1	
Are estimates computed with some precision	2	
Are arbitrary and unreliable numbers	3	

Questionnaire		
One visit in face-to-face interview with one person	1	
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	

Interviewer comments:		
	a17x a17x2	