



**A. CONTROL INFORMATION (to be filled prior to the interview)**

**COMPANY CODE**

Year of survey implementation

Country

State

City

Industry

Telecom Services	30
Software	31
ITES	32
Media & Entertainment Services	33

State	Centre	Code
Karnataka	Bangalore	2
Tamil Nadu	Chennai	5
Delhi	Delhi	7
Andhra Pradesh	Hyderabad	8
Maharashtra	Mumbai	10
Maharashtra	Pune	11
Haryana	Gurgaon	19
Haryana	Faridabad	20
Maharashtra	Nagpur	28
Tamil Nadu	Coimbatore	33
Uttar Pradesh	Noida	37

Time face-to-face interview begins:

*Time*

Hour	Minutes	AM/PM

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

*The purpose of this survey is to better understand conditions in the local investment climate and how they affect the information technology sector. 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 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 or establishment will be used in any document based on this survey.*

**B. GENERAL INFORMATION**

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

*Please keep in mind that the following four questions apply to the firm, not the establishment. After these five questions, the rest of the questionnaire is directed solely to establishment-level issues.*

**B.1** What is this firm's current legal status? B1

Publicly listed company	1
Private held, limited company	2
Sole proprietorship	3
Partnership	4
Other (SPECIFY)	5

**B.2** What percent of this firm is owned by each of the following:

Private Sector:	
a) domestically-owned	<span style="color: red;">B21</span> %
b) foreign-owned	<span style="color: red;">B22</span> %
i.) of which Non-resident Indian	<span style="color: red;">B23</span> %
Government/State	<span style="color: red;">B24</span> %
Other (SPECIFY)	<span style="color: red;">B25</span> %
	100%

**INTERVIEWER: CHECK TOTAL ADDS UP TO 100%**

**B.3** What percent of this firm does the largest shareholder(s) own?

	Percent
Percent held by largest shareholder	<span style="color: red;">B3</span>

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

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

*Now, I want to ask you a couple of questions about what this establishment produces and how it began operations.*

**B.4** In fiscal year **2004-05**, what are this establishment's two main services (including software products) represented by annual sales? (For "code" show lists of ISIC-rev3, 4-digits code of the corresponding sector to which the establishment belongs).

	Description (SHOW CARD)	% of total sales	Code
First	<span style="color: red;">B4ax</span>	<span style="color: red;">B41</span>	<span style="color: red;">B41a</span>
Second	<span style="color: red;">B4bx</span>	<span style="color: red;">B42</span>	<span style="color: red;">B42a</span>

**INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%**

<b>B.5</b>	In what year did this establishment begin operations in this country?
------------	-----------------------------------------------------------------------

	<b>Year</b>
Year establishment began operations	<b>B5</b>

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>B.6</b>	How many <b>permanent, full-time employees</b> did this establishment employ when it started operations?
------------	----------------------------------------------------------------------------------------------------------

	<b>At Start up</b>
Number permanent, full-time employees	<b>B6</b>

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>B.8</b>	Have non-resident Indians (NRIs) played a role in the operations or founding of this establishment?
------------	-----------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**B8**  
**GO TO SECTION C**  
**GO TO SECTION C**

<b>B.9</b>	What roles have non-resident Indians (NRIs) play?
------------	---------------------------------------------------

<b>Roles</b>	<b>Yes</b>	<b>No</b>	
a) Founder	1	2	<b>B91</b>
b) Major investor	1	2	<b>B92</b>
c) Former or current member of top management	1	2	<b>B93</b>
d) Other role ( <b>SPECIFY</b> )	1	2	<b>B94</b>

<b>B.10</b>	As I list some of many possible benefits of the role that NRIs played in this establishment, please tell me if you think that for each benefits the NRI's role provided No Benefit, Few Benefits, Some Benefits, Significant Benefit, or a Very Significant Benefit to the current operations and opportunities for growth of this establishment.  Has the role of NRIs in this establishment brought No Benefit, Few Benefits, Some Benefits, Significant Benefit, or a Very Significant Benefit with respect to ( <b>READ EACH CATEGORY</b> )?
-------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	No Benefits	Few Benefits	Some Benefits	Significant Benefits	Very Significant Benefits	Don't Know	NA	
Access to capital	0	1	2	3	4	-9	-7	<b>B101</b>
Access to management practices	0	1	2	3	4	-9	-7	<b>B102</b>
Access to markets	0	1	2	3	4	-9	-7	<b>B103</b>
Access to technology	0	1	2	3	4	-9	-7	<b>B104</b>

## C. INFRASTRUCTURE AND SERVICES

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

*Now, we turn to the establishment's operations in fiscal year 2004-05.*

*The following topic is infrastructure and infrastructure services. The questions that follow assess how infrastructure and infrastructure services affect this establishment*

**C.1** Does this establishment own or share a generator? **C1**

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C. 9**

**GO TO QUESTION C. 9**

**C.2** In fiscal year **2004-05**, what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percent electricity from own / shared generators	<b>C2</b>

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

**C.3** Over fiscal year **2004-05**, did this establishment experience power outages? **C3**

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.9**

**GO TO QUESTION C.9**

**C.4** In a typical month, over fiscal year **2004-05**, how many power outages did this establishment experience?

	Average
Average number of incidents/month	<b>C4</b>

**INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0**

**C.5** In a typical month, over fiscal year **2004-05**, if this establishment experienced power outages, how long did the average power outage last?

	Average
Average duration (hours/day)	<b>C5</b>

**INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0**

**C.9** Does this establishment have a high-speed, broadband Internet connection on its premises?

Yes	1
No	2
Don't know	-9

**C9**

**GO TO QUESTION C.15**

**GO TO QUESTION C.15**

**C.10** Is this establishment's Internet connection used to:

	Yes	No	Don't know	NA
Communicate with clients and vendors <b>C101</b>	1	2	-9	-7
Make purchases for this establishment <b>C102</b>	1	2	-9	-7
Deliver services to this establishment's clients <b>C103</b>	1	2	-9	-7
Do research and develop ideas on new services (including software products) <b>C104</b>	1	2	-9	-7

<b>C.11</b>	Over fiscal year <b>2004-05</b> , did this establishment experience <b>unavailability of quality Internet connection</b> ? <i>C11</i>
-------------	------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>C.12</b>	In a typical month, over fiscal year <b>2004-05</b> , how many times has this establishment experienced <b>unavailability of quality Internet connection</b> ?
-------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------

Average number (incidents/month)

*C12*

**INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0**

<b>C.15</b>	Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume and/or nature of purchases that this establishment makes over the Internet?
-------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*C15*

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>C.16</b>	Do issues of cost, quality, and/or reliability in telecommunications and the Internet affect this establishment's relations with its clients and vendors? <i>C16</i>
-------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>C.17</b>	<p>As I list some of many factors that can affect the current operations of a business and opportunities for its growth, please tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.</p> <p>Are <b>telecommunications</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p> <p>Is <b>electricity</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p> <p>Is <b>road transportation</b>, of goods, supplies, inputs and workers, No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p> <p>Is <b>air transportation</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p>
-------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know</b>
Telecommunications including internet <i>C171</i>	0	1	2	3	4	<b>-9</b>
Electricity <i>C172</i>	0	1	2	3	4	<b>-9</b>
Road transportation <i>C173</i>	0	1	2	3	4	<b>-9</b>
Air transportation <i>C174</i>	0	1	2	3	4	<b>-9</b>

**INTERVIEWER: ASK THE FOLLOWING TO RESPONDENTS THAT RESPONDED 3 or 4 IN THE ROAD TRANSPORTATION QUESTION:**

**C.18** At the present time, does this establishment provide its own transport for movement of its employees, clients or other working for or with this establishment?

Yes	1
No	2
Don't know	-9

**C18**  
GO TO QUESTION C.20  
GO TO QUESTION C.20

**C.19** In fiscal year **2004-05**, what percent of this establishment's total annual sales revenue was spent on cost of personnel transport to work at this establishment?

Percent of total annual sales for personnel transport **C19**

**INTERVIEWER: ASK THE FOLLOWING TO RESPONDENTS THAT RESPONDED 3 OR 4 IN THE AIR TRANSPORTATION QUESTION:**

**C.20** At the present time, is there enough direct flight connectivity with this city?

		Domestic	International
Yes	1	<b>C201a</b>	<b>C201b</b>
No	2	<b>C201a</b>	<b>C202b</b>
Don't know	-9	<b>C203a</b>	<b>C203b</b>

**C.21** In the past year were there enough business class seats easily available for direct international flights to and from this city?  
**C21**

Yes	1
No	2
Don't know	-9

**C.22** In the past year has adequate availability of suitable hotel accommodation been a constraint for your company?  
**C22**

Yes	1
No	2
Don't know	-9

**D. SALES AND SUPPLIES**

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

*The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.*

**D.1** In fiscal year **2004-05**, what percent of this establishment's revenue were:

Sold domestically	<b>D11</b>	%
Exported	<b>D12</b>	%
		<b>100%</b>

**INTERVIEWER: CHECK THAT THE TOTAL IS 100%**

<b>D.2</b>	In fiscal year <b>2004-05</b> , did this establishment imported goods?
------------	------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**D2**  
**GO TO QUESTION D.5**  
**GO TO QUESTION D.5**

<b>D.3</b>	In fiscal year <b>2004-05</b> , when this establishment <b>imported goods</b> , what was the average number of days that it took from the time goods arrived to their point of <b>entry</b> (e.g. port, airport) until the time these goods could be claimed from customs?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Days
Average number of days to clear customs	<b>D3</b>

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 0**

<b>D.4</b>	In fiscal year <b>2004-05</b> , when this establishment <b>imported goods</b> what was the longest number of days it took from the time goods arrived to their point of <b>entry</b> (e.g. port, airport) until the time these goods could be claimed from customs?
------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Days
Longest number of days to clear customs	<b>D4</b>

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 0**

<b>D.5</b>	Please tell me if you think that <b>customs and trade regulations</b> are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>D5</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know
Customs and trade regulations	0	1	2	3	4	-9

## E. DEGREE OF COMPETITION

<b>E.1</b>	From the period beginning in fiscal year <b>2004-05</b> , to the end of that same fiscal year, please characterize the main market in which this establishment sells its main product line or main line of services.
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Type of market	Code
Local – Services (including software products) sold mostly in same state where establishment is located	1
National – Services (including software products) sold mostly across nation where establishment is located	2
International – Services (including software products) sold mostly to nations outside India	3

**E1**

**Interviewer: Multiple picking allowed**

<b>E.2</b>	From the beginning to the end of fiscal year <b>2004-05</b> , for the main market in which this establishment sold its main product have this establishment's sales.
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>E2</b>	Code
Increased	1
Remained the same	2
Decreased	3
Don't know	-9

<b>E.3</b>	From the beginning to the end of fiscal year <b>2004-05</b> , for the main market in which this establishment sold its main product, have average prices:
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------

<b>E3</b>	<b>Code</b>
Increased	1
Remained the same	2
Decreased	3
<b>Don't know</b>	<b>-9</b>

<b>E.4</b>	From the beginning to the end of fiscal year <b>2004-05</b> , for the main market in which this establishment sold its main product, have the number of this establishment's major customers:
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>E4</b>	<b>Code</b>
Increased	1
Remained the same	2
Decreased	3
<b>Don't know</b>	<b>-9</b>

<b>E.5</b>	Describe a few characteristics of your industry and the market, on a scale from 1 to 5:
------------	-----------------------------------------------------------------------------------------

<b>E51</b>	a) How big a competitive threat are foreign firms operating in India	No threat 1	2	3	4	Big threat 5
<b>E52</b>	b) How big a competitive threat are foreign firms located in other countries?	No threat 1	2	3	4	Big threat 5
<b>E53</b>	c) How big a competitive threat are domestic firms operating in India	No threat 1	2	3	4	Big threat 5
<b>E54</b>	d) How big a competitive threat are informal sector firms operating in India	No threat 1	2	3	4	Big threat 5

<b>E. 6</b>	Please tell me if you think that the anti-competitive and informal practices are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.
-------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>E6</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know</b>
Anti-competitive and informal practices	0	1	2	3	4	<b>-9</b>

<b>E. 7</b>	If anti-competitive and informal practices are a moderate or bigger obstacle, in which area or forms do they operate?
-------------	-----------------------------------------------------------------------------------------------------------------------

	Not at all important	Slightly important	Fairly important	Very important	<b>Don't know</b>	<b>NA</b>	
Through uneven enforcement of tax (e.g. VAT, corporate income taxes, import duties or other taxes)	1	2	3	4	<b>-9</b>	<b>-7</b>	<b>E71</b>
Through uneven enforcement of government regulations (e.g. labor regulations, inspections, land restrictions)	1	2	3	4	<b>-9</b>	<b>-7</b>	<b>E72</b>
Through uneven enforcement of product / service standards and intellectual property rights	1	2	3	4	<b>-9</b>	<b>-7</b>	<b>E73</b>



**F. CAPACITY**

**F.1** In the next twelve months, what are your expectations for this establishment?

<b>F1</b>	To cease operations	To have lower sales and revenues	To maintain sales and revenues	To increase sales and revenue	Don't know
Expectations for establishment	1	2	3	4	-9

**F.2** Over the last three, has this establishment made investment in operations abroad?

Yes	1
No	2
Don't know	-9

**F2**  
GO TO QUESTION F.4  
GO TO QUESTION F.4

**F.3** With respect to those investments in operations abroad made in the last three years, what was their value?

Value of investments abroad (Rs 000's)

**F3**

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**  
**INTERVIEWER: IF THE RESPONDENT REFUSES TO RESPOND, WRITE -8**

**F.4** Is access to foreign technology an obstacle to growth and the current operations for this establishment?

Yes	1
No	2
Don't know	-9

**F4**  
GO TO QUESTION F.6  
GO TO QUESTION F.6

**F.5** Please tell me if you think that the **access to foreign technology** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.

<b>F5</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know
Access to foreign technology	0	1	2	3	4	-9

**F.6** If access to foreign technology is a moderate or bigger obstacle, is the obstacle to gaining access to foreign technology because of:

Reasons	Yes	No	
Domestic regulation	1	2	<b>F61</b>
Unwillingness of foreign vendors to give access	1	2	<b>F62</b>

**F.7** Are restrictions to foreign direct investments an obstacle to growth and the current operations for this establishment?

**F7**

Yes	1
No	2
Don't know	-9

**G. LAND**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
*We change topics and we would like to ask you questions about land issues.*

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

Owned by this establishment	<b>G11</b>	%
Leased by this establishment	<b>G12</b>	%
	<b>100%</b>	

**INTERVIEWER: CHECK SUM IS 100%**

**G.2** Of the buildings occupied by this establishment, what percent is owned, what percent is under management and what percent is rented or leased?

Owned by this establishment	<b>G21</b>	%
Leased by this establishment	<b>G22</b>	%
	<b>100%</b>	

**INTERVIEWER: CHECK SUM IS 100%**

**G.3** Is this establishment located in a Software Technology Park?

**G3**

Yes	1
No	2
Don't know	-9

**G.4** Is this establishment located in a Export Processing Zone?

**G4**

Yes	1
No	2
Don't know	-9

**GO TO QUESTION G.6**

**GO TO QUESTION G.6**

**G.5** Are you satisfied with the operation and maintenance of the STP or EPZ?

**G5**

Yes	1
No	2
Don't know	-9

**G.6** In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?

**G6**

Yes	1
No	2
Don't know	-9

**GO TO QUESTION G.9**

**GO TO QUESTION G.9**

**G.7** In the last three years, has this establishment been unsuccessful in acquiring land or new premises?

Yes	1
No	2
Don't know	-9

**G7**

**GO TO QUESTION G.9**

**GO TO QUESTION G.9**

<b>G.8</b>	If in the last three years this establishment was unsuccessful acquiring land or new premises, do any of the following reasons explain why these attempts were unsuccessful
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Yes	No	Don't know	NA	
It was not possible to find an appropriate industrial zone for my industry profile	1	2	-9	-7	<i>G81</i>
The government did not want to sell the land	1	2	-9	-7	<i>G82</i>
The required zoning approval would take too long	1	2	-9	-7	<i>G83</i>
Could not obtain land in desired industrial zone	1	2	-9	-7	<i>G84</i>
Municipality would not provide infrastructure for desired site	1	2	-9	-7	<i>G85</i>
Other (please specify)	1	2	-9	-7	<i>G86</i>

<b>G.9</b>	What was this establishment's most recent acquisition
------------	-------------------------------------------------------

Acquisition	Yes	No	
Land	1	2	<i>G91</i>
Buildings	1	2	<i>G92</i>
Land and buildings, both	1	2	<i>G93</i>

<b>G.10</b>	When was this most recent acquisition completed?
-------------	--------------------------------------------------

	Month/Year
Date of acquisition	<i>G10</i>

<b>G.11</b>	How long did the entire process take from the time a suitable site was identified to the time licenses, excluding construction permits, were acquired?
-------------	--------------------------------------------------------------------------------------------------------------------------------------------------------

	Weeks
Time to complete acquisition	<i>G11</i>

<b>G.12</b>	Excluding the cost of the land and buildings how much did the process cost in transaction fees?)
-------------	--------------------------------------------------------------------------------------------------

	Rs.
Transaction fees (including registration fees, payments to lawyers, brokers etc):	<i>G121</i>
Informal payments to government officials or private parties to get things done	<i>G122</i>

<b>G.13</b>	Please tell us if any of the following issues are a problem for the operation and growth of this establishment. 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
-------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<i>G13</i>	No obstacle	Minor Obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to land	0	1	2	3	4	-9	-7

<b>G.14</b>	If access to land is an obstacle (moderate or higher) to the operations or growth of your business in what way is that the case? Code: Yes=1, No=2.
-------------	-----------------------------------------------------------------------------------------------------------------------------------------------------

	Yes	No	
Availability of Land			<i>G141</i>
Ownership of the seller/size of land was unclear			<i>G142</i>
Problematic and costly registration process			<i>G143</i>
Obtaining permits/licenses to use the land is problematic and costly			<i>G144</i>

## H. COURTS

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

*The next set of questions address payment disputes that this establishment may have had with clients. The questions are designed to get an idea of how establishments like this one resolve these disputes.*

**H.1** In the last three years, has this establishment been involved in a court case?

Yes	1
No	2
Don't know	-9

**H1**

**GO TO QUESTION H.3**

**GO TO QUESTION H.3**

**H.2** How long did it take to resolve the case?

**H2**

**Weeks**

Time to resolve court case	
----------------------------	--

**H.3** On average over the last year, what percent, in terms of sales value, of this establishment's monthly total sales to private customers were not paid within the agreed time?

**H3**

**Percent**

Percent not paid in agreed time	
---------------------------------	--

**INTERVIEWER: IF ZERO, PLEASE GO TO H.7**

**H.4** Typically, what percent, in terms of value, of these monthly sales are never repaid?

**H4**

**Percent**

Percent not re-paid	
---------------------	--

**H.5** 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 in direct negotiations?

**H5**

**Days**

Time to resolve overdue payment	
---------------------------------	--

**H.6** Over the last 2 years, what percent of this establishment's disputes over overdue payments with private customers were resolved by:

Court action	%
Business association	%
Arbitration agency	%
Other (SPECIFY)	%
	100%

**IF 0 SKIP TO QUESTION H.9**

**H61**

**H62**

**H63**

**H64**

**H.7** If the dispute over overdue payment was solved by court action, 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?

**H7**

**Weeks**

Time to resolve court case over overdue payments	
--------------------------------------------------	--

<b>H.8</b>	If the disputes were solved by court action, were the decisions of the court (whether in your favor or not) generally enforced? <b>H8</b>
------------	----------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>H.9</b>	<p>I am going to read some descriptions of how the court system handles business disputes between private parties. Disputes might include matters of payment for goods or services, liability, and property right enforcement, but not labor disputes. For each description, please tell me if you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree.</p> <p>The court system is (<b>READ EACH DESCRIPTION</b>). Do you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree?</p>
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	
Fair, impartial and uncorrupted	1	2	3	4	5	6	-9	<b>H91</b>
Quick	1	2	3	4	5	6	-9	<b>H92</b>
Affordable	1	2	3	4	5	6	-9	<b>H93</b>
Able to enforce its decisions	1	2	3	4	5	6	-9	<b>H94</b>

<b>H.10</b>	<p>I am going to read some statements that describe the courts. For each statement, please tell me if you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree.</p> <p>(<b>READ STATEMENT</b>). Do you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree?</p>
-------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>H10</b>	Strongly disagree	Disagree in most cases	Tend to Disagree	Tend to Agree	Agree in most cases	Strongly agree	Don't know
"I am confident that the judicial system will enforce my contractual and property rights in business disputes."	1	2	3	4	5	6	-9

<b>H.11</b>	<p>Please tell me if you think that the legal system/conflict resolution is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.</p> <p>Please tell me if you think that the extent of <b>legal protections for data privacy</b> is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.</p>
-------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply	
Legal system/conflict resolution	0	1	2	3	4	-9	-7	<b>H111</b>
Legal protection for data privacy	0	1	2	3	4	-9	-7	<b>H112</b>

**INTERVIEWER: ASK THE FOLLOWING TO RESPONDENTS THAT RESPONDED 3 or 4 IN THE LEGAL PROTECTION FOR DATA PRIVACY QUESTION:**

<b>H.12</b>	Is the legal protection for data privacy identified as an obstacle to the current operations and opportunities for growth of this establishment because of:
-------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------

Reasons	Yes	No
Inadequate legal framework	1	2
Weak enforcement of the existing laws	1	2

**H121**

**H122**

**I. CRIME**

<b>I.1</b>	In fiscal year <b>2004-05</b> , did this establishment experience losses in the last year due cyber crime or data protection crime?
------------	-------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**I1**

**GO TO QUESTION I.4**

**GO TO QUESTION I.4**

<b>I.2</b>	Please estimate the value of the total annual losses due cyber crime or data protection crime in fiscal year <b>2004-05</b> .
------------	-------------------------------------------------------------------------------------------------------------------------------

Total annual losses from cyber crime (Rs. 000s) **I2**

<b>I.3</b>	How many cases of cyber crime or violation of data protection occurred in fiscal year <b>2004-05</b> .
------------	--------------------------------------------------------------------------------------------------------

Number

**I3**

<b>I.4</b>	In fiscal year <b>2004-05</b> , did this establishment pay for security (e.g., equipment, software, personnel, or professional security services)?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**I4**

**GO TO QUESTION I.6**

**GO TO QUESTION I.6**

<b>I.5</b>	In fiscal year <b>2004-05</b> , what percent of its total annual sales is paid for security, or what is the total annual cost of security?
------------	--------------------------------------------------------------------------------------------------------------------------------------------

Percent of total annual sales for security

**I5a**

**OR**

Total annual cost of security ... (Rs. 000s)

**I5b**

<b>I.6</b>	Please tell me if you think that <b>street crime, theft and disorder</b> is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.
------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**I6**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know
Street crime, theft and disorder	0	1	2	3	4	-9

## J. BUSINESS-GOVERNMENT RELATIONS

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

We next cover the relationship between business and government. The following questions assess how establishments, such as this one, deals with the relationships with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

<b>J.1</b>	<p>I am going to read some statements that describe business-government relations. For each statement, please tell me if you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree.</p> <p><b>(READ STATEMENT).</b> Do you Strongly disagree, Disagree in most cases, Tend to disagree, Tend to agree, Agree in most cases, or Strongly agree?</p>
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<i>J1</i>	Strongly disagree	Disagree in most cases	Tend to Disagree	Tend to Agree	Agree in most cases	Strongly agree	Don't know	Refuses to Answer
"Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable."	1	2	3	4	5	6	-9	-8

<b>J.2</b>	<p>In a typical week the over last year, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?</p> <p>By senior management I mean managers, directors, and officers above direct supervisors of workers.</p> <p>Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms?</p>
------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<i>J2</i>	Percent
Percent of total senior management's time	

**INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT, WRITE 0**

<b>J.3</b>	<p>Based on the experience of this establishment over the <b>last year</b>:</p> <p>a) How many times was this establishment either inspected by the following agencies or required to meet with officials from these agencies?</p> <p>b) How long did these meetings take?</p> <p>c) In any of these inspections or meetings was a gift or informal payment expected or requested?</p> <p>d) Were the agencies from the state, center or local level?</p>
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

A) Was this establishment visited and or inspected by officials of the following agencies? ☐ Y/N *J3*

**IF RESPONDENT ANSWERS 'NO', DO NOT ASK (b) AND (c). SKIP TO NEXT QUESTION.**

B)

Inspections and required meetings with officials			c. Was a gift or informal payment ever expected/ requested?	d. State (S) /Center (C) /Local (L) (write all that apply)
	a. Times (no. of visits)	b. Average duration (hours)	1 = Yes 2 = No	
i. Tax Inspectorate (VAT, sales tax, income, customs, excise)	<i>J31a</i>	<i>J31b</i>	<i>J31c</i>	<i>J31d</i>
ii. Labour	<i>J32a</i>	<i>J32b</i>	<i>J32c</i>	<i>J32d</i>
iii. Fire and Building Safety	<i>J33a</i>	<i>J33b</i>	<i>J33c</i>	<i>J33d</i>
iv. TOTAL, all agencies (including those not listed above)	<i>J34a</i>	<i>J34b</i>	<i>J34c</i>	<i>J34d</i>

<b>J.4</b>	When establishments like this one do business with the government, what percent of the contract value would be typically paid in additional or informal payments/gifts to secure the contract?
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

percent of contract value %

*J4*

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>J.5</b>	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 total annual sales, or estimated total annual value, do establishments like this one pay in informal payments/gifts to public officials for this purpose?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

percent of total annual sales %

*J5a*

OR

Estimated value .....(Rs.Rs.)

*J5b*

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

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>J.6</b>	Based on the experience of this establishment over the last two years: a) Were applications submitted to obtain ( <b>READ EACH ITEM</b> ) in the last 2 years? <b>IF RESPONDENT ANSWERS 'NO', DO NOT ASK (b) AND (c). SKIP TO NEXT ITEM.</b> b) What was the <u>average</u> wait experienced to obtain ( <b>READ EACH ITEM</b> ) from the day this establishment applied to the day this establishment received the service or license? a) Was an informal gift expected ore requested to obtain approval for ( <b>READ EACH ITEM</b> )?
------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	a) Over the last two years, has this establishment sought	b) Average wait (days)	c) Was an informal gift or payment expected or requested?
	Yes=1 No=2 DK=-9	Less than one day=0 NA=-7	Yes=1 No=2 DK=-9 Refuses to respond=-8
A mainline telephone connection	<i>J61a</i>	<i>J61b</i>	<i>J61c</i>
An electrical connection	<i>J62a</i>	<i>J62b</i>	<i>J62c</i>
A construction-related permit	<i>J63a</i>	<i>J63b</i>	<i>J63c</i>
An import license	<i>J64a</i>	<i>J64b</i>	<i>J64c</i>
An operating license	<i>J65a</i>	<i>J65b</i>	<i>J65c</i>

**INTERVIEWER: IF THE RESPONDENT SAID NO WAIT, WRITE 0**

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0**



<b>J.9</b>	As I list some of many factors that can affect the current operations of a business and opportunities for its growth, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment. <i>(SHOW CARD)</i>  Is/Are <i>(READ EACH CATEGORY)</i> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	No Obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Tax rates <i>J91</i>	0	1	2	3	4	-9	-7
Tax administration <i>J92</i>	0	1	2	3	4	-9	-7
Business licensing and permits <i>J93</i>	0	1	2	3	4	-9	-7
Macroeconomic instability <i>J94</i>	0	1	2	3	4	-9	-7
Regulatory and Policy uncertainty <i>J95</i>	0	1	2	3	4	-9	-7
Corruption <i>J96</i>	0	1	2	3	4	-9	-7

## K. FINANCE

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

<b>K.3</b>	Over fiscal year <b>2004-05</b> , please estimate the proportion of this establishment's working capital that was financed from each of the following sources? <i>(SHOW CARD)</i>
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Percent Sources of Working Capital
Internal funds/Retained earnings	<i>K31</i>
Borrowed from private commercial banks	<i>K32</i>
Borrowed from state-owned banks and/or government agency	<i>K33</i>
Borrowed from family/friends	<i>K34</i>
Borrowed from non-bank financial institutions	<i>K35</i>
Purchases on credit from vendors and advances from customers	<i>K36</i>
Borrowed from informal sources (e.g., moneylenders)	<i>K37</i>
Other <b>(SPECIFY SOURCES)</b>	<i>K38</i>
	100%

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

<b>K.4</b>	In fiscal year <b>2004-05</b> , did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land, buildings or improvements to leaseholds?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**K4**  
**GO TO QUESTION K.6**  
**GO TO QUESTION K.6**

<b>K.5</b>	Over fiscal year <b>2004-05</b> , please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? ( <b>SHOW CARD</b> )
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	Percent Sources of Investment
Internal funds/Retained earnings	<b>K51</b>
Issued new equity shares)	<b>K52</b>
Issued new debt (including commercial paper and debentures)	<b>K53</b>
Borrowed from private commercial banks	<b>K54</b>
Borrowed from state-owned banks and/or government agency	<b>K55</b>
Borrowed from family/friends	<b>K56</b>
Borrowed from non-bank financial institutions	<b>K57</b>
Purchases on credit from vendors and advances from customers	<b>K58</b>
Borrowed from informal sources (e.g., moneylenders)	<b>K59</b>
Other ( <b>SPECIFY SOURCES</b> )	<b>K510</b>
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

<b>K.6</b>	At this time, does this establishment have an overdraft facility?
------------	-------------------------------------------------------------------

**K6**

Yes	1
No	2
Don't know	3

<b>K.7</b>	At this time, does this establishment have a line of credit or loan from a financial institution?
------------	---------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**K7**

**GO TO QUESTION K.15**

**GO TO QUESTION K.15**

<b>K.8</b>	Referring only to this most recent line of credit or loan, in which year was the most recent line of credit or loan approved?
------------	-------------------------------------------------------------------------------------------------------------------------------

Year most recent loan approved

**K8**

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>K.9</b>	Referring only to this most recent line of credit or loan, how much time (in months) was this establishment granted to pay off the loan or line of credit when it was received?
------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Months:

**K9**

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>K.10</b>	Referring only to this most recent line of credit or loan, did the financing require collateral?
-------------	--------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**K10**

**GO TO QUESTION K.13**

**GO TO QUESTION K.13**

<b>K.11</b>	Referring only to this most recent line of credit or loan, what type of collateral was required? ( <b>SHOW CARD</b> )
-------------	-----------------------------------------------------------------------------------------------------------------------

Collateral	Yes	No	
Land, buildings	1	2	<b>K111</b>
Machinery and equipment including movables	1	2	<b>K112</b>
Accounts receivables	1	2	<b>K113</b>
Personal assets of owner (house etc.)	1	2	<b>K114</b>
Other ( <b>SPECIFY</b> )	1	2	<b>K115</b>

<b>K.12</b>	Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required as a percentage of the loan value or the value of the line of credit?
-------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

.....% **K12**

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>K.13</b>	Going back to the past, in fiscal year <b>2004-05</b> , did this establishment apply for new loans or new lines of credit?
-------------	----------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**K13**

**GO TO QUESTION K.17**

**GO TO QUESTION K.17**

<b>K.14</b>	In fiscal year <b>2004-05</b> , how many times did this establishment apply for new loans or new lines of credit?
-------------	-------------------------------------------------------------------------------------------------------------------

Number of applications submitted **K14**

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>K.15</b>	How many of those loan or line of credit applications were rejected?
-------------	----------------------------------------------------------------------

Number of applications rejected **K15**

**INTERVIEWER: IF THE RESPONDENT ANSWERED 0, GO TO QUESTION K.17**

<b>K.16</b>	In fiscal year <b>2004-05</b> if any of this establishment's application for a lines of credit or loans were rejected, what was the most common reason given for any of those rejections? ( <b>SHOW CARD</b> )
-------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Lack of acceptable collateral or cosigners	1	<b>K161</b>
Perceived lack of profitability	2	<b>K162</b>
Inadequate credit history/report	3	<b>K163</b>
Incompleteness of the loan application	4	<b>K164</b>
Lenders perceived too much debt	5	<b>K165</b>
Other	6	<b>K166</b>
Don't know	-9	<b>K167</b>

<b>K.17</b>	If in fiscal year <b>2004-05</b> , this establishment did not apply for line of credit or loan, what was the main reason? ( <b>SHOW CARD</b> )
-------------	------------------------------------------------------------------------------------------------------------------------------------------------

No need for a loan - establishment has sufficient capital	1	<b>K171</b>
No need for a loan - establishment has no plans that require credit	2	<b>K172</b>
Application procedures for loans or line of credit are too burdensome	3	<b>K173</b>
Interest rates are too high	4	<b>K174</b>
Collateral requirements for loans or line of credit are too strict	5	<b>K175</b>
Inadequate amounts and maturity	6	<b>K176</b>
Did not think it would be approved	7	<b>K177</b>
Other	8	<b>K178</b>

<b>K.18</b>	Is <b>access to financing</b> , which includes availability and cost (interest rates, fees and collateral requirements), No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?
-------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**K18**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to financing (availability and cost)	0	1	2	3	4	-9	-7

**L. LABOR**

<b>L.1</b>	How many <b>permanent, full-time employees</b> did this establishment employ fiscal year <b>2004-05</b> ?  By permanent, full-time employee, I mean an employee that has a contract to work for more than a year and works for 8 or more hours per day.
------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>L1</b>	<b>2004-05</b>
Number permanent, full-time employees	

<b>L.2</b>	How many <b>permanent, full-time employees</b> did this establishment employ three fiscal years ago?
------------	------------------------------------------------------------------------------------------------------

<b>L2</b>	<b>2001-02</b>
Number permanent, full-time employees	

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

<b>L.3</b>	Over fiscal year <b>2004-05</b> , did this establishment run formal in-house training programs for its <b>permanent, full-time employees</b> ?
------------	------------------------------------------------------------------------------------------------------------------------------------------------

<b>L3</b>	
Yes	1
No	2
Don't know	-9

<b>L.4</b>	Over fiscal year <b>2004-05</b> , did this establishment send its <b>permanent, full-time employees</b> to formal training run by other organizations?
------------	--------------------------------------------------------------------------------------------------------------------------------------------------------

<b>L4</b>	
Yes	1
No	2
Don't know	-9

<b>L.5</b>	If this establishment does not offer formal training (neither internal nor external), please indicate the three principal reasons (choose from list below) for not doing so:
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

New workers become proficient through learning by doing	1
In-house informal training is sufficient	2
Unaware of formal training programs	3
Training is not affordable	4
Recently trained workers can be readily hired from other firms	5
Skills that workers learn in school are adequate	6

First	<b>L51</b>
Second	<b>L52</b>
Third	<b>L53</b>

<b>L.6</b>	For what proportion of this establishment's staff, is English critical to perform their tasks?
------------	------------------------------------------------------------------------------------------------

<b>L6</b>	<b>Percent</b>
Percent of staff for which English is critical	

<b>L.7</b>	In the last three years, estimate how much the average wages for employees with the following sets of skills have changed?
------------	----------------------------------------------------------------------------------------------------------------------------

	Percent change in average wages
<b>Basic computer skills</b> to fill out online forms move between forms and files, retrieve and save information, and perform elementary word processing, data entry, or software installation.	<i>L71</i>
<b>Good working knowledge of standard office software</b> to manipulate and format information, do sophisticated word processing to create customized documents, customized spreadsheets, create databases, and use presentation software	<i>L72</i>
<b>Facility with industry specific software</b> to produce original digital media content, designer web pages and customized graphics design content, or use specialized financial or business management software.	<i>L73</i>
<b>Knowledge of hardware and maintenance</b> , the ability to troubleshoot and provide technical and network support.	<i>L74</i>
<b>Advanced knowledge of programming and application or system architecture</b> , the ability to write new software and design system architectures.	<i>L75</i>

<b>L.8</b>	Does this establishment face a shortage of workers with the necessary skills?
------------	-------------------------------------------------------------------------------

*L8*

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>L.10</b>	Over fiscal year <b>2004-05</b> , as decisions about hiring or firing permanent, temporary, or part-time workers were being considered, did labor regulations affect those decisions in a significant way?
-------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*L10*

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

*GO TO QUESTION L.12*  
*GO TO QUESTION L.12*

<b>L.11</b>	In fiscal year <b>2004-05</b> , would this establishment have hired or fired workers had it not been for having to comply with labor regulations?
-------------	---------------------------------------------------------------------------------------------------------------------------------------------------

*L11*

Workers	Code	How many?
Hire	1	
Fire	2	

<b>L.12</b>	In fiscal year <b>2004-05</b> , how much time, in weeks, did it take to fill the most recent vacancy through external recruitment for the following category of workers?
-------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Workers	Weeks
Managers	<i>L121</i>
Professionals	<i>L122</i>
Skilled workers	<i>L123</i>

<b>L.13</b>	Is an <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?  Are <b>labor regulations</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?
-------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know
Inadequately educated workforce <b>L131</b>	0	1	2	3	4	-9
Labor regulations <b>L132</b>	0	1	2	3	4	-9

## M. RESEARCH AND DEVELOPMENT

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

*The next set of questions address issues of technology use, licensing, and research and development. There are some questions about expenses incurred with respect to research and development. It is important that these questions be answered with reference to this establishment's financial statements.*

<b>M.1</b>	In the last 24 months, has this establishment received an internationally-recognized quality certification such as ISO and/or SEI CMM certificate?
------------	----------------------------------------------------------------------------------------------------------------------------------------------------

**M1**

Yes	1
No	2
Don't know	-9

<b>M.2</b>	During the last three years, did this establishment introduce onto the market any new or significantly improved products (goods or services) not only for your enterprise but also for your market?
------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**M2**

Yes	1
No	2
Don't know	-9

<b>M.3</b>	Now turning to fiscal year <b>2004-05</b> . In fiscal year <b>2004-05</b> , did this establishment spend on research and development activities?  Research and development (R&D) activities include all creative work undertaken on a systematic basis in order to increase the stock of knowledge, and the use of that knowledge to devise new and improved products (goods and services) and processes. Please consider all research and development activities undertaken within this establishment, and/or R&D activities contracted to other companies, and other public or private research organizations and purchased by this establishment.
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

**M3**

**GO TO QUESTION M.6**  
**GO TO QUESTION M.6**

<b>M.4</b>	In fiscal year <b>2004-05</b> , how much did this establishment spend on research and development?  <b>RESEARCH AND DEVELOPMENT (R&amp;D) ACTIVITIES ARE DEFINED ABOVE. REFER TO THIS DEFINITION IN CASE CLARIFICATION IS REQUIRED.</b>  Please include the cost of personnel and related materials and investment expenditures (no depreciation) needed to implement R&D activities.
------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**M4**

	2004-05
R&D expenditures, purchased or performed in-house	000s Rs.

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>M.5</b>	In the last three years, has this establishment .....
------------	-------------------------------------------------------

	a)	b) If yes, how many?	c) If yes, where?
1) ... filed for (applied for) any patents?	(1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No <i>M51a</i>	<i>M51b</i>	(1) <input type="checkbox"/> In India (2) <input type="checkbox"/> Abroad (3) <input type="checkbox"/> Both   <i>M51c</i>
2) ... been awarded (received) any patents?	(1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No <i>M52a</i>	<i>M52b</i>	(1) <input type="checkbox"/> In India (2) <input type="checkbox"/> Abroad (3) <input type="checkbox"/> Both   <i>M52c</i>
3) ... formally registered any copyrights?	(1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No <i>M53a</i>	<i>M52b</i>	(1) <input type="checkbox"/> In India (2) <input type="checkbox"/> Abroad (3) <input type="checkbox"/> Both   <i>M53c</i>

<b>M.6</b>	In fiscal year <b>2004-05</b> , did this establishment spend on advertising?
------------	------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

*M6*

**GO TO QUESTION M.8**

**GO TO QUESTION M.8**

<b>M.7</b>	In fiscal year <b>2004-05</b> , how much did this establishment spend on advertising?
------------	---------------------------------------------------------------------------------------

*M7*

	<b>2004-05</b>
Annual advertising expenditures	000s Rs.

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>M.8</b>	In fiscal year <b>2004-05</b> , make payments for royalties to other companies?
------------	---------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

*M8*

**GO TO QUESTION M.11**

**GO TO QUESTION M.11**

<b>M.9</b>	In fiscal year <b>2004-05</b> , how much did this establishment pay for royalties?
------------	------------------------------------------------------------------------------------

*M9*

	<b>2004-05</b>
Annual payments for royalties	000s Rs.

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

<b>M.10</b>	Has this establishment received royalties or technology fees paid it from intellectual property owns?
-------------	-------------------------------------------------------------------------------------------------------

Yes	1
No	2
Don't know	-9

*M10*

**GO TO QUESTION N.1**

**GO TO QUESTION N.1**

<b>M.11</b>	In the last three years, how much has this establishment received in royalty payment?
-------------	---------------------------------------------------------------------------------------

*M11*

	<b>2001-02</b>
Annual royalty payments received	000s Rs.

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9**

## N. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

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

The next set of questions is designed to get a general picture of your opinion about the investment climate in your country and city of operations. Please think about all of the issues we addressed in this survey when answering these questions.

- N.1** You have indicated that several obstacles affect the operation and growth of this establishment. Here is a card with the obstacles I just listed (**HAND RESPONDENT CARD LISTING ALL FACTORS**). Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three.

Sl.	FACTOR	Ranking [AF1]
i	Access to finance (availability and cost)	<b>N11</b>
ii	Access to land	<b>N12</b>
iii	Business licensing and permits	<b>N13</b>
iv	Corruption	<b>N14</b>
v	Crime, theft and disorder	<b>N15</b>
vi	Customs and trade regulations	<b>N16</b>
vii	Electricity (availability and cost)	<b>N17</b>
viii	Legal system/conflict resolution	<b>N18</b>
ix	Inadequately educated workforce	<b>N19</b>
x	Labor regulations	<b>N110</b>
xi	Macroeconomic instability	<b>N111</b>
xii	Regulatory and Policy uncertainty	<b>N112</b>
xiii	Anticompetitive or informal practices	<b>N113</b>
xiv	FDI limitation	<b>N114</b>
xv	Access to foreign technology	<b>N115</b>
xvi	Tax administration	<b>N116</b>
xvii	Tax rates	<b>N117</b>
xviii	Road Transportation	<b>N118</b>
xix	Air Transportation	<b>N119</b>
xx	Telecom	<b>N120</b>

**INTERVIEWER: PLEASE CHECK THAT RESPONDENT UNDERSTANDS DIRECTIONS**  
**1=BIGGEST PROBLEM, 2=SECOND BIGGEST, 3=THIRD BIGGEST and so on...**

## O. LOCATION

Why did the establishment choose to be located in the particular state?:

(Codes: Yes=1 No=2)

- The owner(s) / major shareholder(s) are from that state? .....
- The state government gave concessions and benefits which made it more attractive to locate there
- The state was chosen based on a location feasibility report (and after comparison with other states)
- Other factors (**Please Specify**).....

**01**  
**02**  
**03**  
**04**



**P. PERFORMANCE**

**P.1** For fiscal year **2004-05**, please provide the following information about this firm (in Rs. thousands):

	2004-05	2003-04
Total annual revenue	<i>P11a</i>	<i>P11b</i>
Total annual cost of labor (including wages, salaries, bonuses, social payments)	<i>P12a</i>	<i>P12b</i>
Total annual costs of electricity	<i>P13a</i>	<i>P13b</i>
Total annual costs of communications services	<i>P14a</i>	<i>P14b</i>
Total annual costs of transport for goods and workers	<i>P15a</i>	<i>P15b</i>
Total annual cost of rental of land/buildings, equipment, furniture	<i>P16a</i>	<i>P16b</i>

**P.2** What was total sales revenue for this firm (in Rs. Thousands) three complete fiscal year's ago?

<i>P2</i>	2001-02
Total revenue	

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

**P.3** In the last fiscal year, how much did this establishment spend on purchases of: (in Rs. 000s)

	2004-05	2003-04
ICT hardware, vehicles and equipment (new and/or used)	<i>P31a</i>	<i>P31b</i>
Land, buildings or improvements to leasehold	<i>P32a</i>	<i>P32b</i>
Information technology (software including operating systems & Tools)	<i>P33a</i>	<i>P33b</i>

**P.4** What was the net book value of the following at the end of last fiscal year? (in Rs. 000s)

	2004-05	2003-04
ICT hardware and equipment (including transport)	<i>P41a</i>	<i>P41b</i>
Land, buildings and leasehold improvements	<i>P42a</i>	<i>P42b</i>

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

***INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:***

**A.** It is my perception that the questions regarding opinions and perceptions:

***QA***

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

***QB***

**B.** The questions regarding figures (productivity and employment numbers):

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

***INTERVIEWER'S COMMENTS***

***QB1***

(Problems occurred/extraordinary circumstances which could influence results)

***SUPERVISORS PLEASE ANSWER:***

**C.** This questionnaire was completed in:

***QC***

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