

**Questionnaire: Productivity of the Investment Climate
Private Enterprise Survey**

Fieldworker ID:

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Interview date:

		2009
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The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

Company / Establishment name	
City	
Street	
Building name	
Floor number	
P.O. Box	
Telephone number	
Fax number	
E-mail	
Name of Interviewee	
Position	

S.1- Which sector does your company belong to? (Unaided - Single response)	
01	Food and Beverage
02	Textile and Clothing
03	Furniture
04	Construction
	Other, specify:

S.2- What percent of your total revenues comes from each of the following activities? (Aided – Multiple response)

		% of Total Revenues
01	Manufacturing	
02	Services	
03	Commerce	
		100%

General Information

Note: Questions 1 through 4b apply to your entire firm, including all its establishments (factories, stores and/ or service outlets)

1- What is the current legal status of your firm? (Unaided – Single Response)	
01	Publicly listed company
02	Private equity (not listed), limited liability company
03	Partnership (unlimited liability)
04	Sole proprietorship (individual)
05	Non-Corporatized State Enterprise
	Other (specify):

2- What percentage of your firm is . . . ? (Aided – Multiple response)					
01	Private	%	Domestic:	%	Foreign: % 100%
02	Government	%			
Total		100%			

3a- What percentage of your firm is owned by the single largest shareholder or owner?
Specify percentage:

3b- 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 shares)		
01	Individual	Continue
02	Family	
03	Domestic company	Go to 4a
04	Foreign company	
05	Bank	
06	Investment fund	
07	Managers of the firm	
08	Employees of the firm	
09	Government or government agency	
	Other (specify):	

3c- Is the principal owner (or one of the principal owners) a female?	
01	Yes
02	No

3d- Are any of the senior managers female?	
01	Yes
02	No

4a- How many establishments (separate factories, stores or service outlets) does your firm have in this country?

Factories	Stores	Service Outlets
Specify Number:	Specify Number:	Specify Number:

4b- Does your firm have holdings, factories, stores, or service outlets in other countries?	
01	Yes
02	No

5a- In what year did this establishment begin operations in this country? 5b- In what year was this establishment formally registered?	
5a. Operations	5b. Registration
Year:	

6a. 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?

6a1. Description	6a2. Codes	6b. % of Total Sales

6c- Have sales of this establishment's main product in the fiscal year of 2008?	
01	Increased (Specify % _____)
02	Decreased (Specify % _____)
03	Remained stable

6d- Looking to fiscal year 2009, what is your expectation for sales of this establishment's main product/ service?	
01	Increase (Specify % _____)
02	Decrease (Specify % _____)
03	Remained stable

6e- Has the price of this establishment's main product in the fiscal year of 2008?	
01	Increased (Specify % _____)
02	Decreased (Specify % _____)
03	Remained stable

6f- Looking ahead to fiscal year 2009, what is your expectation for the price of this establishment's main product?	
01	Increase (Specify % _____)
02	Decreased (Specify % _____)
03	Remained stable

7- Thinking of your firm's major product line or main line of services in the domestic market, how many competitors do you face?
<i>Specify Number of Competitors:</i>

(Enumerator: Code as '555' if the person does not know exactly how many, but knows it is more than 20)

Sales and Supplies

8a- What percent of your establishment's sales in the 2008 were:		
i. Sold domestically	%	<i>If response is 0, Go to 8ci</i>
ii. Exported directly	%	In 2007: %
iii. Exported indirectly (through a distributor)	%	
Total	100%	

8b- Approximately what percentage of your establishment's domestic sales in the last year were to:
(Aided – Multiple response)

Organizations	% of Domestic Sales
The government	
State owned enterprise	
Multinationals located in your country	
Your parent company or affiliated subsidiaries	
Large domestic private firms (≥ 300 workers)	
Other (sales to small firms, individuals, etc.)	
Total	100%

If in Q8a respondent does not export directly, Go to Q10

8ci- What year did your establishment first export?

Specify Year:

8cii- Which countries were the three biggest destinations of your establishment's exports in the last year and what percent of your exports did each of them account for?

Countries	% of total exports

9a- 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 clear customs?

9b- 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 clear customs?

Days on average:

Longest number of days:

9c- Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents, if applicable)?

01	Yes
02	No

10- Over the last year, what percent of inputs and supplies were: (Aided – Multiple response)

a. Domestically produced	%	
b. Foreign produced, imported directly	%	In 2007: %
c. Foreign produced, purchased through an intermediary / distributor	%	
Total	100%	

10d- During the last year, did you receive your main inputs or supplies from your parent company or other clients to be used in manufacturing without paying for them?

01	Yes	<i>Continue</i>
02	No	<i>If respondent does not purchase through direct imports in Q10b Go to Q12, otherwise Go to Q11a</i>

10e- What percent of your total annual sales were subject to this type of agreement with the client?

Percent of total annual sales:

If respondent does not purchase through direct imports in Q10b , Go to Q12

11a- 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?

11b- 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?

Days on average:

Longest number of days:

11c- Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents, if applicable)?

01 Yes

02 No

12- At the time you receive a delivery of your most important input or supply, how many days of inventory (days of production) does this establishment typically have on hand? (If respondent does not understand, define as "stock on hand".)

Specify Days of production / inventory:

13- What percent of your purchased material inputs / supplies are of lower than agreed upon quality?

Specify percent of purchased material:

Investment Climate Constraints to the Establishment

14a- 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 scale from 0 to 4, 0 being “No obstacle” and 4 being “Very severe obstacle”.							
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	Do not know	Not applicable
Telecommunications	0	1	2	3	4	-666	-777
Electricity	0	1	2	3	4	-666	-777
Transportation	0	1	2	3	4	-666	-777
Access to land	0	1	2	3	4	-666	-777
Price of land	0	1	2	3	4	-666	-777
Regulatory policy uncertainty	0	1	2	3	4	-666	-777
Tax rates	0	1	2	3	4	-666	-777
Tax administration	0	1	2	3	4	-666	-777
Customs and trade regulations	0	1	2	3	4	-666	-777
Labor regulations	0	1	2	3	4	-666	-777
Skills and education of available workers	0	1	2	3	4	-666	-777
Business licensing and operating permits	0	1	2	3	4	-666	-777
Political instability	0	1	2	3	4	-666	-777

14b- Please tell us if any of the following issues are a problem for the operation and growth of your business and if so, its severity for your establishment's operation and growth. Remembering that you rated "Regulatory policy uncertainty as a " --- " (cite actual response from above) how would you rate . . . on a scale of 0 to 4, 0 being "No obstacle" and 4 being "Very severe obstacle".

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	Do not know	Not applicable
Access to financing (e.g. collateral)	0	1	2	3	4	-666	-777
Cost of financing (e.g. interest rate)	0	1	2	3	4	-666	-777
Macroeconomic uncertainty (e.g. inflation, exch. Rate)	0	1	2	3	4	-666	-777
Corruption	0	1	2	3	4	-666	-777
Crime, theft and disorder	0	1	2	3	4	-666	-777
Competition from the informal sector and unfair practices of formal competitors	0	1	2	3	4	-666	-777
Legal system / conflict resolution	0	1	2	3	4	-666	-777

If Macroeconomic uncertainty=1 or 2 or 3 or 4, then Continue, if Macroeconomic uncertainty= 0 or -666 or -777 then Go to Q14d

14c-Which factor affected you the most regarding Macroeconomic uncertainty? (Unaided – Multiple responses)

01	Inflation
02	Exchange Rate
03	Inadequate demand
04	Government spending/debt
05	Other: (specify)

14d- Among the alternatives in 14a and 14b, please which one constitutes

- i. the biggest obstacle for the operation and growth of your establishment**
- ii. the second biggest obstacle for the operation and growth of your establishment**

i. Biggest obstacle:

ii. Second biggest obstacle:

Capacity, Innovation, Learning

15a. What was this establishment's average capacity utilization over the last year and the year before? (Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)

	2007	2008
Capacity Utilization (%)		

15b. Over the last year, how many hours per week did your establishment normally operate?

Specify hours / week:

16- Does your establishment use technology licensed from a foreign-owned company?

01	Yes
02	No

17a- Over the next two years do you plan to . . . ? (Aided – Single response)

17b- By what percentage do you plan to expand / reduce capacity?

01	Expand capacity	%
02	Maintain existing capacity	
03	Reduce capacity	%

17c- Over fiscal year 2009, do you expect your firm's level of investment to:

01	Increase	%
02	Remain the Same	
03	Decrease	%

18- Has your establishment received an internationally-recognized quality certification (e.g. ISO 9000, 9002, or 14,000, or sectors specific certifications such as HACCP for food, AATCC for textiles, . . . , etc.)?

01	Yes
02	No
03	No, but the application is in process

19- Has your establishment undertaken any of the following initiatives in the last two years? (Aided)

	Yes	No
Developed an important new product line	01	02
Upgraded an existing product line	01	02
Discontinued at least one product (not production) line	01	02
Agreed to a new joint venture with foreign partner	01	02
Obtained a new licensing agreement	01	02
Outsourced a major production activity that was previously conducted in-house	01	02

20a- Does your establishment have any staff dedicated to research and development?

01	Yes
02	No

20b- Has your establishment ever outsourced research and development (past and present)?

01	Yes
02	No

If Q20a = No and Q20b = No, then Go to Q21a

20c. How much did your establishment spend last year on research and development?

Specify Amount (\$):

21a- Has your establishment acquired new technology over the last two years that either substantially changed the way the main products are produced or allowed the production of new products?

01	Yes	Continue
02	No	Go to 22

21bi- What were the two important ways your establishment acquired this new technology?

	21bi
Embodied in new machinery or equipment	01
By hiring key personnel	02
Licensing or turnkey operations from international sources	03
Licensing or turnkey operations from domestic sources	04
Developed or adapted within the establishment locally	05
Transferred from parent company	06
Developed with equipment or machinery supplier	07
Other, specify:	

22. How important are each of the following influences on your establishment to reduce the price of existing products on a scale of 0 to 4, 0 being “Not at all important” and 4 being “Very important”. (Aided – Single response)

	Not at all important	Slightly important	Fairly important	Very important	Don't know	NA
a. Pressure from domestic competitors	01	02	03	04	-666	-777
b. Pressure from foreign competitors	01	02	03	04	-666	-777

Infrastructure and Services

23a. How many times during the last year did your establishment experience the following service interruptions?

b. How many hours did they last on average?

c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value? (*Please include losses due to lose production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

	a. Number of Times		b. Average Duration (hours)	c. Lost Value (*) %
i. power outages or surges from the public grid		<i>If 0, Go to next interruption</i>		
ii. insufficient water supply for production		<i>If 0, Go to next interruption</i>		
iii. interruption in telecommunication services		<i>If 0, Go to Q24a</i>		

24a- Does your establishment own or share a generator?

01	Yes	<i>Continue</i>
02	No	<i>Go to Q25</i>

24b- What percentage of your electricity comes from your own or a shared generator?

Specify Percentage:

24c- 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)?

<i>Original Cost (LCU):</i>	<i>Year of acquisition (Year):</i>
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25- What percentage of your establishment's water supply, used in the production process, do you get from: (Aided)

a. Public sources	
b. Your own well or a shared well	
c. Purchased from private vendors	
Total	100%

26a- Have you ever had problems with your shipments in the domestic and international market (direct exports and/or imports) such as loss of products due to breakage, theft, or damage due to delays?

01	Yes	<i>Continue</i>
02	No	<i>Go to Q27b</i>

26b- Considering separate shipments in the domestic and international market (direct exports and/or imports) by your establishment during the last year, what percentage of the value of your shipment was . . . ? (Aided)

	Domestic Shipments (%)	International Shipments (direct exports or imports) (%)
a. Lost due to breakage or spoilage		
b. Lost due to theft		
c. Damaged due to delays		
Total	100%	100%

Refer to Q8a, if company exports Continue, Otherwise Go to 28a

27b- Please estimate the cost and time for transporting a consignment to the final customer and / or to gateway port (for exports)?

	Formal Cost (ave. per consignment in LCU)	Informal Cost (ave. per consignment in LCU)	Average Time last year (hours)	Maximum Time last year (hours)
Waiting time to enter gateway port				
Port dues				
Customs clearance at port				
Terminal handling (include time waiting for vessel / aircraft)				

28a- Does your establishment use its own transport for its shipments?

01	Yes	<i>Continue</i>
02	No	<i>Go to Q29</i>

28b- You use your own transport for what percentage of your establishment's shipments?

Specify Percentage:

29- What is your main transport mode used when shipping products and / or inputs and supplies? (Unaided – Single response)

01	Land Transport
02	Air Transport
03	Maritime Transport

30- Are transport services late in dropping off / picking up cargo?

01	Yes	<i>Continue</i>
02	No	<i>Go to Q31a</i>

30a- What percentage of the time are transport services late in dropping off / picking up cargo? (Aided – Specific response)

Outbound		Inbound	
Sales to domestic markets / firms (%)	Export Sales (%)	Supplies from domestic sources (%)	Import Sales (%)

30b- In your opinion, what are the main reasons for such delays?

31a- Does your establishment regularly use e-mail or a website in its interactions with client and suppliers?

	Yes	No	
E-mail	01	02	
Website	01	02	<i>If No, Go to Q32a</i>

31b- What percentage of the establishment sales is sold through a website?

Specify Percentage:

32a- Is your establishment a member of a business association or chamber of commerce?		
01	Yes	<i>Continue</i>
02	No	<i>Go to Q33</i>

32b- Is membership mandatory in the most important association (most important for your establishment) to which your establishment belongs?

32c- Is it confined to members of your industry?

	Yes	No
Membership	01	02
Confined to members of your industry	01	02

32d- Please indicate which of the following services does the association provide to your establishment? (Aided – Multiple response)

32e- Of the services provided, which one is the most important for your establishment? (Aided – Single response)

	32d.	32e.
Lobbying government	01	01
Resolution of disputes (with officials, workers, or other firms)	02	02
Information and/or contacts on product and input markets	03	03
Accrediting standards or quality of products; reputational benefits	04	04
Information on government regulations	05	05
Legalize Business procedures	06	06
Notarizing Bills	07	07
None	92	92

32f- How much do you pay annually in dues to this main association to which you belong?

Specify Amount (LCU):

Finance

33- What percent of your establishment's inputs are bought on credit (i.e. full payment is not due at the time of delivery)?

Specify Percentage (%):

34a- - In 2008, did this establishment purchase any fixed assets such as machinery, vehicles, equipment, land, buildings?

01	Yes
02	No

34- Please identify the contribution over the last year of each of the following sources of financing for your establishment's : (show alternative card)

b. Working capital (i.e. inventories, accounts receivable and cash)

c. New investments (i.e. new land, buildings, machinery and equipment)

	Yes	No	Working Capital (%)	Yes	No	New Investments (%)
Internal funds or retained earnings	01	02		01	02	
Domestic commercial banks (loan, overdraft)	01	02		01	02	
International commercial banks	01	02		01	02	
Leasing arrangement	01	02		01	02	
Special development financing / or public financing (government agencies) / or other public services	01	02		01	02	
Private investment funds	01	02		01	02	
Trade credit (supplier or customer credit)	01	02		01	02	
Credit cards	01	02		01	02	
Equity, sale of stock	01	02		01	02	
Family, friends	01	02		01	02	
Informal sources (e.g. money lender)	01	02		01	02	
Total			100%			100%

35a- Does your establishment have an overdraft facility or line of credit (short term credit excluding loans)?

01	Yes	Continue
02	No	Go to Q36a

35b- What percent is currently NOT used? (Of total value of overdrafts and credit lines)?

35c- Over the last year, what was the average monthly interest rate of the overdraft or line of credit? (per month)

Specify percentage (%):

Average monthly interest rate (%):

36a- Does your establishment currently have a loan from a financial institution?

01	Yes	Continue
02	No	Go to Q37

36b- What year was the most recent loan approved?

Specify Year:

36c- In what currency was the most recent loan?

01	Lebanese Pounds
02	US Dollars
	Other, specify:

36d- Did the loan require collateral or a deposit?

01	Yes	Continue
02	No	Go to Q36g

36e. Which of the following were used as collateral? (Aided)

	Yes	No
Land and buildings	01	02
Immoveable plant / machinery	01	02
Moveable machinery and equipment	01	02
Other tangible assets (e.g. accounts receivable, inventory)	01	02
Personal assets of the owner / manager (e.g. house)	01	02

36f- What was the approximate value of the collateral required as a percentage of the total loan value?

Specify percentage:

36g- Over the last year, what was the loan's approximate total cost (including interest, fees, and penalties)? (As a percentage of the total loan value)

Specify percentage:

36h- What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)?

Specify duration (months):

36i- What were the main uses of this loan? (Unaided – Multiple response)

01	Buy machinery and equipment	
02	Buy other fixed assets (land, buildings, vehicles)	
03	Buy inputs, supplies, goods to re-sell	
04	Pay loans taken earlier	Specify use of original loan:
	Other, specify:	

36j- Was any part of the loan provided through a subsidy?

36k- Specify subsidy type?

01	Yes	Specify type of subsidy:
02	No	

36l- Did any part of the loans taken have a government guarantee (Kafalat)?

01	Yes	Go to Q39
02	No	

37- Why don't you currently have a loan? (Unaided – Single response)

01	Because I did not apply for a loan	Go to Q38a
02	Because the last application was turned down	Go to Q38b
03	Because application approval is still pending	Go to Q39

38a- If the establishment did not apply for a loan, what was the principal reason? (Unaided – Single response)	
01	Have sufficient internal liquidity
02	Have other sources that can provide my financing needs
03	Do not believe in interest based borrowing
04	Application procedures for bank loans are too burdensome
05	Collateral requirements of bank loans are too strict
06	Interest rates are too high
07	It is necessary to have contacts or give informal payments to get the loans (corruption in the allocation of bank credit)
08	Did not think that it would be approved
	Other, specify:

Go to Q39

38b- What was the principal reason given to you for application rejection? (Unaided – Single response)	
01	Lack of accepted collateral (e.g. property not accepted as collateral)
02	Incompleteness of application
03	Perceived lack of profitability of project
04	Bad credit history
	Other, specify:

39- What share of your total borrowing (loans, accounts payable) is denominated in foreign currency?

Specify percentage:

39a- Over the next year, do you think that your firm's access to bank financing will be affected by the following?

	Yes	No	Don't know	Refused.
The current global financing instability	01	02	-666	95
The current volatility in the financial markets in the Gulf region	01	02	-666	95

If respondent says yes to one of the above, continue, if he says No to both Go to Q40

39b- How they will affect financing?

	It will make financing: Easier	Stay the same	It will make financing: Harder	Don't know	NA
The current global financing instability	01	02	03	-666	-777
The current volatility in the financial markets in the Gulf region	01	02	03	-666	-777

40- Does your establishment have . . . ? (Aided)

	Yes	No
A checking and / or saving account	01	02
Property and casualty insurance on any of its assets	01	02

41a- Does your company prepare general purpose financial statements for use by banks or other suppliers of credit?

01	Yes	<i>Continue</i>
02	No	<i>Go to 41c</i>

41b- Are these statements prepared in accordance with (Aided, Single Response)

01	International Accounting Standards
02	Lebanese Accounting Standards
03	No standards/No accounts
-666	Don't Know
95	Refused

41c- Does your establishment have its annual financial statement checked and certified by an external auditor?

01	Yes
02	No

42- Does your establishment own or lease the majority of its . . . ? (Aided)

	Own	Lease	Not Applicable
a. Lands	01	02	-777
b. Buildings	01	02	-777

Conflict Resolution / Legal Environment

43a- 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."

Evaluate the statement on a scale from 1 to 6, 1 being "fully disagree" to 6 being "fully agree"?

Fully disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Fully agree	Do not know
01	02	03	04	05	06	-666

43b- Has your establishment been involved in a court case in the last 3 years?

01	Yes
02	No

44a- On average over the last year, what percent of your establishment's sales was . . . ?

i. Pre-paid (paid before delivery)	
ii. Paid at delivery	
iii. Sold on credit (or with deferred payment)	
Total	100%

44b. On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time?

44c. Typically, what percent of these monthly sales are never repaid?

44b. (%)	44c. (%)

44d- In general over the last two years, how many days did it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers?

Specify number of days:

45a. Over the last two years, what percent of your establishment's disputes over overdue payments with private customers were resolved by court action?

Specify percentage:

If 45a = 0%, Go to Q46a

45b. 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?

Specify Number of weeks:

45c- Were the decisions of the court (whether in your favor or not) generally enforced?

01	Yes
02	No

Crime

46a- Did your establishment experience losses in the last year due to theft, robbery, vandalism, or arson?		
01	Yes	<i>Continue</i>
02	No	<i>Go to Q47</i>

46b- Please estimate the value of the losses (LCU)?

Specify value of losses:

46c. How many cases of theft, robbery, vandalism, or arson occurred?

46d- How many of these incidents did you report to the police?

46e- Of these reported incidents, how many were solved (the perpetrator was caught, etc.)?

46c. (Number of cases)	46d. (Number of cases)	46e. (Number of cases)

47- Please estimate your establishment's costs (in LCU) during the last year in providing:

a. security related to crime (equipment, personnel, or professional security service)	
b. protection payments (e.g. to organize crime to prevent violence)	

Business – Government Relations

48- To what extent do you agree or disagree with this statement?: “In general, government officials’ interpretations of regulations affecting my establishment are predictable.” Evaluate the statement on a scale from 1 to 6, 1 being “fully disagree” and 6 being “fully agree”

Fully disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Fully agree	Do not know
01	02	03	04	05	06	-666

49a- 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, required to pay mandatory benefits, etc.) would you . . . ?

49b. How many workers would you hire / fire?

	49a.	49b.	
01	Maintain current workforce		<i>Go to Q50</i>
02	Increase current workforce		<i>Continue</i>
03	Decrease current workforce		

49c- Which of the following is the most important reason for your not undertaking such a decision? Which is the second most important reason for your not undertaking such a decision? (Aided)

	most important	2 nd most important
Cost of mandatory payments to workers on firing (end of service indemnity)	01	01
Other laws and regulations regarding hiring, firing of Lebanese workers	02	02
Laws and regulations regarding hiring, firing of foreign workers	03	03
Union agreements or pressure	04	04
High minimum wage	05	05
High social security contributions	06	06
Pressure from politicians or political groups	07	07
Fear of social sanctions	08	08
Economy Uncertainty	09	09
None	92	92

50- 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.?

Specify Percentage:

51a- 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. Does this occur for establishments in your sector (not necessarily yours)?

01	Yes	Continue
02	No	Go to Q52a

51b- On average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? (If respondent cannot answer in percentage, ask total value in LCU)

Specify Percentage:

Specify Amount (LCU):

52a- Did you seek a connection, permit or license in the last two years for the responses shown below?

	Yes	No
A mainline telephone connection	01	02
An electrical connection	01	02
A water connection	01	02
A construction permit	01	02
An import license	01	02
Main operating license specify:	01	02

If the establishment did not seek a connection, permit or license in the past two years in Q52a, Go to Q53a

If the establishment did seek a connection, permit or license in the past two years in Q52a , Continue

52- Based on the most recent experience of your establishment over the last two years,...

b. Did you experience delays in obtaining . . . ? (Aided)

c. What was the actual delay experienced (from the day you applied to the day you received the service or approval)? (use NA=-777 if not applied for the service or license)

d. Was a gift or informal payment asked for or expected to obtain each of the following?

e. If "yes" what was the amount expected

b. Delay				c. Actual wait (days)	d. Gift/payment expected		e. Amount expected (LCU)
	Yes	No	Not Applicable		Yes	No	
A mainline telephone connection	01	02	-777		01	02	
An electrical connection	01	02	-777		01	02	
A water connection	01	02	-777		01	02	
A construction permit	01	02	-777		01	02	
An import license	01	02	-777		01	02	
Main operating license	01	02	-777		01	02	

53a- Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your sector reports for tax purposes?

53b- Recognizing the difficulties many enterprises 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 sector? (If a firm similar to theirs has 100 employees, how many of those 100 employees get reported to social security)

53c- - Recognizing the difficulties many enterprises face in fully complying with labor regulations, what do you think is the percentage of salaries that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your sector?(If an average worker is paid \$100, how many of those dollars of salary are reported to social security?)

53a. (%)	53b. (%)	53c (%)

54- To what extent are the following tax administrations causing constraints to your company? Evaluate the following on a scale from 0 to 4, 0 being “no obstacle” to 4 being a “Very severe obstacle”.

	No obstacle	Minor obstacle	Moderate obstacle	Severe obstacle	Very severe obstacle
Corporate Income Tax	0	1	2	3	4
VAT	0	1	2	3	4
Social Security Payments	0	1	2	3	4
Family Allowances	0	1	2	3	4
Built-up Property Taxes	0	1	2	3	4
Municipal Taxes	0	1	2	3	4
Work Permit Taxes	0	1	2	3	4
Stamp Duty	0	1	2	3	4

55a- How many times in total last year was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business? (Aided)

b. What was the average duration (in hours) of each of these times?

c. What were the costs of fines or seized goods, associated with these interactions?

d. Was a gift or informal payment asked for or expected at each of these interactions?

e. If YES, of how much?

			Inspection and required meetings with officials		c. Total cost of fines or seized goods	d. Gift / payment expected		e. Value (LCU)
			a. Times	b. Avg. duration (hours)		Yes	No	
	Yes	No				Yes	No	
Tax inspectorate	01	02				01	02	
Labor and social security	01	02				01	02	
Fire and building safety	01	02				01	02	
Sanitation / epidemiology	01	02				01	02	
Municipal Police	01	02				01	02	
Environmental	01	02				01	02	
Other, specify:						01	02	

56a- When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract?

01	Yes	<i>Continue</i>
02	No	<i>Go to Q57a</i>

56b- What is the typical value of the gift or informal payment as a percentage of the contract value?

Specify Percentage:

Competition

57a- Please judge how problematic are the following practices of your competitors for your firm? Evaluate the following on a scale from 0 to 4, 0 being “No obstacle” to 4 being a “Very severe obstacle”. (Aided)

	No obstacle	Minor obstacle	Moderate obstacle	Severe obstacle	Very severe obstacle
Avoid sales tax, VAT or other taxes	0	1	2	3	4
Do not pay duties or observe trade regulations	0	1	2	3	4
Avoid labor taxes / regulations (e.g. social security)	0	1	2	3	4
Violate my copyrights, patents or trademarks	0	1	2	3	4
Receive subsidies from national / local government	0	1	2	3	4
having favored access to credit, infrastructure services or customers	0	1	2	3	4
Conspire to limit my access to markets or supplies	0	1	2	3	4

Influence

57b- How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business? Evaluate the following on a scale from 0 to 5, 0 being “No impact” to 4 being “Decisive influence”. (Aided)

	No influence	Minor influence	Moderate influence	Major influence	Decisive influence	Don't know
Your firm	0	1	2	3	4	-666
Your domestic competitors	0	1	2	3	4	-666
Other domestic firms	0	1	2	3	4	-666
Foreign firms	0	1	2	3	4	-666
A business association to which you belong	0	1	2	3	4	-666
Other business associations	0	1	2	3	4	-666
Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	-666
Labor unions	0	1	2	3	4	-666
Organized crime	0	1	2	3	4	-666
Regional or local government	0	1	2	3	4	-666
Military	0	1	2	3	4	-666
Individuals or firms with close personal ties to political leaders	0	1	2	3	4	-666
International development agencies or foreign governments	0	1	2	3	4	-666

Labor Relations

58- When your establishment started its operation in this country, what was the total number of full-time paid employees? (DK=-666 if Does not Know)

Specify Number of Employees:

59- Please describe your workforce using the following definitions: (Enumerator: read the 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 the production process whom management considers to be unskilled.

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.

a. What was the average number of permanent workers in . . . ? (Aided)

	Total	Professionals	Skilled Production Workers	Unskilled Production Workers
2006				
2007				
2008				

b. By the end of 2009, do you expect your firm to:

01	Expand employment:	(specify _____ %)
02	Maintain existing employment	
03	Reduce employment	(specify _____ %)

c. What percentage of your employees in 2008 were females / part-timers? (Aided)

	Female (%)	Part-time (%)
Professionals		
Skilled Production Workers		
Unskilled Production Workers		
Total		

- ci. What was the total compensation (in LCU) for your employees in 2008, including all benefits? (Aided)
cii. What was the compensation for . . . ? (Aided)

	Professionals	Skilled Production Workers	Unskilled Production Workers
Total Compensation (LCU)			
Of which, wages (LCU):			

***If the establishment has part-time workers in Q59b , Continue
If the establishment does not have part-time workers in Q59b , Go to Q59e***

59d- On average, how many hours per week do they work?

Specify hours / week:

59e. On average, how long (in years) does the typical worker in each category stay in your enterprise's employ:

	Total	Professionals	Skilled Production Workers	Unskilled Production Workers
Years				

**60- 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.
Do you employ temporary workers in your establishment?**

01	Yes	<i>Continue</i>
02	No	<i>Go to Q63</i>

61a- What was the average number of temporary workers in . . . ? (Aided)

61b- Of the temporary workers in 2008, what was the average number of female workers?

61c- Of the temporary workers in 2008, what was the average number of part-time workers?

61d- Of the temporary workers in 2008, what was the average length of employment for each project? (weeks)

61e- Of the temporary workers in 2008, what was the total compensation (in LCU), including all benefits? (Aided)

	2008	2007	2006
a. Temporary workers			
b. Female workers			
c. Part-time workers			
d. Average length of employment			
e. Total compensation			

62- On average, how many hours per week do they work?

Specify hours / week:

63- How many of your permanent skilled, professional; or managerial workers are foreign nationals?

Specify number:

64a- In 2008, how many new permanent employees did your establishment hire?

Specify number:

64b- What are the main reasons that caused many of your permanent employees to leave your establishment in 2008?

64c- Specify the number of permanent employees who left your establishment for each category in 2008?

64b.		64c. Specify Number
01	Dismissed or laid off	
02	Due to sickness or death	
	Other, specify:	

65a- Within the last two years, how many weeks did it take to fill your most recent vacancy through external recruitment for . . . ? (Aided)

	Number of weeks	Not Applicable	Not filled
a. Skilled technicians		-777	92
b. Production / service workers		-777	92
c. Managers		-777	92

65b- Over the last two years, has your firm sought to hire any of the following types of employees? (Aided)

	Yes	No
Engineers	01	02
Computers and CT.	01	02
Technicians	01	02
English translators	01	02
Construction workers	01	02
Managers	01	02
Sales force	01	02
Legal affairs	01	02
Health Professionals	01	02
Accountants/financial analysts.	01	02
Maintenance/security	01	02

If the establishment did not seek to hire any of the employees mentioned in Q65b, Go to Q66a

If the establishment did seek to hire some of the types of employees mentioned in Q65b, Continue

65c- If yes, was there any difficulty in finding or hiring them (fill only for job types the firm sought to hire in Q65b)?

	Yes	No
Engineers	01	02
Computers and CT.	01	02
Technicians	01	02
English translators	01	02
Construction workers	01	02
Managers	01	02
Sales force	01	02
Legal affairs	01	02
Health Professionals	01	02
Accountants/financial analysts.	01	02
Maintenance/security	01	02

65d- If you had difficulty, what was the primary reason for that difficulty (fill only for job types the firm had difficulty in recruiting in Q65c)?

Engineers	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Computers and CT.	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Technicians	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
English translators	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Construction workers	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)

Managers	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Sales force	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Legal affairs	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Health Professionals	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Accountants/financial analysts.	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)
Maintenance/security	01	High salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other (specify)

65e-. What is the main mechanism your firm uses to hire workers? (Unaided – single response)

	Recruitment Methods
01	Advertising
02	Public Employment Agency
03	Private Employment Agency
04	Business contacts
05	Family contacts
06	Word of mouth
	Other, specify:

66a- In the last year, did you offer any of the following formal training (beyond ‘on the job’) to your permanent employees? (Aided)

	Yes	No
Internal training (offered within the walls of your establishment)	01	02
External training (offered at a location outside your establishment)	01	02
	<i>Continue</i>	<i>No to both, Go to Q67</i>

66b- What percentage of your total permanent employees (skilled and unskilled) received formal training in the last year?

66c- What was the average number of weeks of training for each employee?

	Training Received	Training Duration (weeks)
Skilled	<i>Specify percentage:</i>	
Unskilled	<i>Specify percentage:</i>	

66d. In 2008, what was your firm's total expenditure on the training of its employees?

Specify in LCU:

67- What percent of your workforce is unionized?

Specify percentage:

68- How many days of production last year did you lose due to . . . ?

	Specify Number of days
a. worker strikes or other labor disputes	
b. civil unrest	
c. employee absenteeism due to illness, death, funerals	

69a- What percent of the workforce at your establishment have the following education levels?

Did not complete primary		<i>If equals to 0, Go to Q70</i>
Primary		
Primary plus Vocational Training		
Secondary		
Secondary plus Vocational Training		
Post-secondary Vocational Training Program		
Some university		
University degree or higher		
Total	100%	

69b- Of those who did not complete primary school (6 years), what percent are female?

Specify percentage:

70- What is the highest level of education of the top manager?	
01	Did not complete secondary school
02	Secondary school
03	Vocational training
04	Some university training
05	Graduate degree (BA, BSc, etc.)
06	Post graduate degree (Ph D, Masters)

71a- How many years of experience working in this sector did the top manager have before running this establishment?

71b- Of these, how many years were with a domestic firm?

71c- Of these, how many years were with a foreign firm?

	Number of Years
a. Years of experience	
b. Domestic firm	
c. foreign firm	

Section II: Productivity

P.1- Please provide information on your establishment's production, sales, and expenses?

	Value in Thousands of Local Currency Units	
	2008	2007
Total Sales		
Total purchase of raw material and intermediate goods used in production (whether used in production or not), including finished goods for resale		
Total cost of labor, including wages, salaries, and bonuses		
Rent on land and buildings		
Of which: rent on Land		
Rent on machinery, equipment, and vehicles		
Interest charges		
All other costs, i.e.: energy, transport, overhead expenses, etc.		
Inventory and stocks of Raw material excluding fuel and works in progress held at end of year		
Inventory and stocks of Fuel held at end of year		

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.

P.2- Of the other costs you told me above, if possible, please provide the following breakdown (if LCU is not available, please estimate in terms of percent of total other costs. However, answers must all be in LCU or in %).

	2008 (LCU)	% of total other costs
Electricity		
Total annual cost of fuel		
Of which: Fuel for generator		
Transport / logistics (excluding rent on vehicles)		
Water		
Telephones / communications		
Marketing and advertising		

P.5- How much did your establishment spend on purchases of . . . ?

	Value in Thousands of Local Currency Units	
	2008	2007
Machinery and equipment (new and/or used)		
Land, buildings, or improvements to leasehold		
Of which land:		
Vehicles		
Information technology		
Design, research, and development(*)		

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

P.6- What was the net book value of the following at the end of the year . . . ?

	Value in Thousands of Local Currency Units	
	2008	2007
Machinery and equipment (including transport and vehicles)		
Land, buildings, and leasehold improvements		

P.8- What was the value of the following at the end of the year . . . ? (Aided)

	Value in thousands LCU	
	2008	2007
Value of total assets		
Of which: value of accounts receivable		

P.9- Please provide the following information on the structure of your establishment's . . . :

	Value in Thousands LCU	
	2008	2007
Total Liabilities		
Long term liabilities (i.e. more than one year)		
Short-term liabilities (i.e. one year or less)		
Short-term liabilities - payables		
Equity (share capital and retained earnings)		

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