

THE WORLD BANK ENTERPRISE SURVEY
2025

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

COUNTRY SPECIFIC INFORMATION

Frame level	a1c
[INFORMATION IN TABLE BELOW IS PUBLISHED IN THE IMPLEMENTATION REPORT AND NOT THE PUBLIC DATA]	
Local currency	lcu
Registration agency	registrationagency
Local name of current account	current
Local name of secondary school	secondary
Capital city	capitalcity
Main business city	businesscity
VAT applicable	vat_applicable
Name of consumption tax	consumptiontax

SAMPLING INFORMATION [FROM WB PROGRESS REPORT]

Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	stratificationpanelcode

INFORMATION FROM SCREENING REQUIRED IN THE DATA

Name of City/town/village [NOT PUBLISHED IN PUBLIC DATA]	a3x
Screener size	a6c
Multi-establishment firm	a7
Number of establishments in the firm	a7a
Is this establishment the headquarters location?	a7b
Financial statements independent of the rest of establishment	a11
Does this headquarters location engage in production or sales at this location?	a7c
Establishment's financial statements prepared separately from HQ statements	a9
Language	a1a

COVER

Technical ID [NOT PUBLISHED IN PUBLIC DATA]	technicalid
Name of establishment [NOT PUBLISHED IN PUBLIC DATA]	name

QUESTIONNAIRE NUMBER **technicalid**

	r		z		s		p					
region		size		sector		panel		wbid				

CAPI QUESTIONS BEGIN HERE

A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW

GPS COORDINATES [NOT PUBLISHED IN PUBLIC DATA]	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

INTERVIEWER: WERE THE GPS COORDINATES COLLECTED ON THE SITE OF THE ESTABLISHMENT? [NOT PUBLISHED IN PUBLIC DATA]

Yes	1
No	2

onpremises

A.14 Time interview begins:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

INTERVIEW BEGINS HERE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

A.20 For this establishment, on which calendar date did the last completed fiscal year end?

Year	Month	Day
a20y	a20m	a20d



size

sector

panel

wbid

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which this establishment is part of.

B.1

What is this firm's current legal status?

SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	6
DON'T KNOW (SPONTANEOUS)	-9

b1

B.3a

Is the largest owner also the Top Manager?
Yes
No

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b3a

	r		z		s		p					
region		size		sector		panel		wbid				

B.2	What percentage of this firm is owned by each of the following? SHOW CARD 2
------------	---

	Percent	FULLY [option] OWNED	DON'T KNOW (SPONTANEOUS)	
Private domestic individuals, companies, or organizations	b2a %	100	-9	
Private foreign individuals, companies or organizations	b2b %	100	-9	
Government or State	b2c %	100	-9	IF 100% END INTERVIEW
Other	b2d %		-9	
	100%			

IF ONE FULLY OWNED RESPONSE IS SELECTED AND ALL OTHER FIELDS ARE BLANK, THOSE OTHER FIELDS ARE SET TO 0.

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

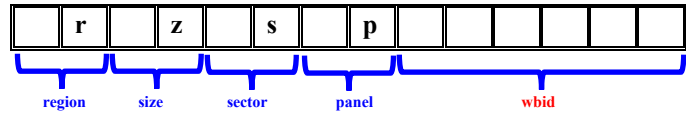
B.4	Amongst the owners of the firm, are there any women?
------------	--

Yes	1	
No	2	GO TO B.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.5
		b4

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.

B.4a	What percentage is owned by women?
-------------	------------------------------------

	Percent
Percentage of female ownership	b4a %
DON'T KNOW (SPONTANEOUS)	-9



READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

B.5	In what year did this establishment begin operations?
------------	---

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6	How many full-time workers did this establishment have when it started operations? Please include all workers and managers.
------------	---

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6b	In what year was this establishment formally registered?
-------------	--

	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.7	How many years of experience working in this sector does the Top Manager have?
------------	--

	Years
Manager's experience in sector	b7
ONE YEAR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a	Is the Top Manager a woman?
-------------	-----------------------------

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

QUESTIONNAIRE NUMBER **technicalid**

	r		z		s		p					
region		size		sector		panel		wbid				

B.8	Does this establishment have an internationally recognized quality certification? INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP
------------	--

Yes	1	GO TO C.3
No	2	
STILL IN PROCESS	-6	GO TO C.3
DON'T KNOW (SPONTANEOUS)	-9	
		b8

B.8x	Please specify the internationally recognized quality certifications.
-------------	---

Specify certifications	b8x
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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations.

C.3	Over the last two years, did this establishment apply for an electrical connection?
------------	---

Yes	1	
No	2	<i>GO TO C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.6</i>
		c3

C.4	Approximately how many days did it take to obtain it from the day of the application to the day the service was received?
-----	---

	Days
Wait for electrical connection	c4
ONE DAY OR LESS	1
APPLICATION DENIED	-5
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

C.5	In reference to that application, was an informal gift or payment expected or requested?
------------	--

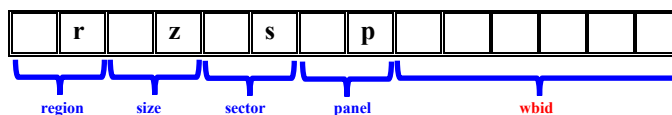
Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

C.31	What was the total cost in [LCUs] to obtain that electrical connection, including application, permits, inspection fees, and all external connection works? Exclude internal wiring and connections.
-------------	--

	LCU
Cost of electrical connection	c31
DON'T KNOW (SPONTANEOUS)	-9

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT

INTERVIEWER: RE-ENTER THE AMOUNT c31 2



C.6	Over fiscal year [a20y], did this establishment experience power outages?
-----	---

Yes	1	
No	2	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>
		c6

C.7	In a typical month, how many power outages did this establishment experience?
------------	---

	Number	
Number of power outages in a typical month	c7	IF 0, GO TO C.9
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.9

C.8	How long did these power outages last on average?
-----	---

	Hours	Minutes
Average duration of power outages	c8a	c8b
ONE MINUTE OR LESS		1
DON'T KNOW (SPONTANEOUS)	-9	-9

C.9	Please estimate the annual losses that resulted from power outages as a percentage of sales or in [LCUs].
-----	---

Numeral response	c9n	
NO LOSSES	0	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>

SPECIFY IF EITHER A PERCENTAGE OR MONETARY AMOUNT WAS GIVEN

Percentage	→	c9a
[LCU] amount	→	c9b
	c9u	

C.10	Over the course of fiscal year [a20v] , did this establishment own or share a generator?
-------------	---

Yes	1	
No	2	<i>GO TO C.43</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.43</i>
		c10

C.11	What percentage of this establishment's electricity came from those generators?
-------------	---

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

	r		z		s		p							
region		size		sector		panel		wbid						

C.12 Over the last two years, did this establishment apply for a water connection?

Yes	1	GO TO C.45 GO TO C.45 c12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

C.13 Approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	c13
ONE DAY OR LESS	1
APPLICATION DENIED	-5
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

C.14 In reference to that application, was an informal gift or payment expected or requested?

Yes	1	c14
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANENOUS)	-8	

C.33 What was the total cost in **[LCUs]** to obtain that water connection, including application, permits, inspection fees, and all external connection works? Exclude internal piping and connections.

	[LCUs]
Cost of water connection	c33
DON'T KNOW (SPONTANEOUS)	-9

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT

INTERVIEWER: RE-ENTER THE AMOUNT	c33_2
---	--------------

	r		z		s		p												
region		size		sector		panel		wbid											

C.45	Which of the following best characterizes the quality of the piped water this establishment receives from its utility provider? INTERVIEWER: READ OUT
-------------	---

It is suitable for all operational needs	1	c45
It is suitable for only some operational needs	2	
It is not suitable for any operational needs	3	
PIPED WATER NOT USED FOR OPERATIONS	-6	
ESTABLISHMENT DOES NOT HAVE PIPED WATER FROM A UTILITY PROVIDER	-7	
DON'T KNOW (SPONTANEOUS)	-9	

C.15.2	Over fiscal year [a20y], did this establishment experience insufficient water supply?
---------------	---

Yes	1	GO TO C.22b GO TO C.22b c152
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

C.16.2	In a typical month, how many incidents of insufficient water supply did this establishment experience?
---------------	--

	Number	
Number of incidents of water insufficiency in a typical month	c162	IF 0, GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b

C.17.2	How many hours did these incidents of insufficient water supply last on average?
---------------	--

	Hours	
Average duration of insufficient water supply	c172	
ONE HOUR OR LESS	1	
DON'T KNOW (SPONTANEOUS)	-9	

C.22b	Does this establishment currently have a website or social media account?
--------------	---

Yes	1	c22b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

C.36

Over the last two years, did this establishment apply to obtain an internet connection, excluding mobile connections?

Yes

1

No

2

DON'T KNOW (SPONTANEOUS)

-9

GO TO C.39

GO TO C.39

c36C.37

How many days did it take to obtain the internet connection from the day of the application until the service was received?

Wait for internet connection

Days
c37
1
-6
-5
-9

C.39

Over fiscal year [a20y], did this establishment experience any disruptions to its internet connection, including complete downtime and connection slowdowns? Please exclude disruptions that are directly due to power outages.

Yes

1
2
-7
-9

c39

C.42

Using the responses on the card, please indicate how difficult would it be for this establishment to switch between internet providers?

SHOW CARD 3

Unable to change the provider

1
2
3
4
-7
-9

c42



size

■
sector

panel

wbid

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.

D.1a1

In fiscal year [a20y], what was this establishment's main activity, that is, the activity that represented the largest proportion of annual sales?

INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING" NOT JUST SHOE MANUFACTURING". FOR SERVICES, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.

DETAILED DESCRIPTION OF MAIN ACTIVITY

d1a1x

INTERVIEWER: CODE THE MAIN ACTIVITY TO DETERMINE THAT THE CORRECT MODULE IS BEING ASKED.

d1a1a

QUESTIONNAIRE NUMBER **technicalid**

	r		z		s		p					
region		size		sector		panel		wbid				

D.1a3	What percentage of total sales does this main activity represent?
--------------	---

	Percent
Percentage of sales represented by main activity	d1a3 %
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2	In fiscal year [a20y] , what were this establishment's total annual sales in [LCUs] for all products and services?
------------	---

	[LCUs]
Total annual sales in fiscal year [a20y]	d2
DON'T KNOW (SPONTANEOUS)	-9

PLEASE ALSO WRITE OUT THE NUMBER IN WORDS (i.e., 50,000 AS FIFTY THOUSAND)

	d2x
--	------------

N.3	Looking back to fiscal year [a20y-2] what were this establishment's total annual sales in [LCUs] for all products and services?
------------	--

	[LCUs]
Total annual sales in fiscal year [a20y-2]	n3
ESTABLISHMENT WAS NOT IN BUSINESS	-7
DON'T KNOW (SPONTANEOUS)	-9

PLEASE ALSO WRITE OUT THE NUMBER IN WORDS (i.e., 50,000 AS FIFTY THOUSAND)

	n3x
--	------------

ASK IF MANUFACTURING

F.1	In fiscal year [a20y] , what was this establishment's capacity utilization? (That is, what was the output produced by this establishment as a percentage of the maximum output possible if using all the physical capital available?)
------------	---

	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: READ OUT

IND1

SHOW CARD 4

INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE

IF 100, GO TO D.12

IF 100, GO TO D.8

IF 0, GO TO D.8
IF -9, GO TO D.12

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

D.31	What country (or territory) was the main destination for this establishment's direct exports?
-------------	---

d31x

2)

D.35.2

d352

ASK IF ENGAGES IN EXPORTS (*d3b is positive or d3c is positive*)

D.8

Year

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.12

Percent

(SPONTANEOUS)

d12a %

d12b %

100%

IF 0, GO TO SECTION 0

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

UNLESS RESPONDENT DOES NOT KNOW

D.13

1

2

-9

GO TO SECTION 0

GO TO SECTION 0

d13

D.38

Country (or territory)

d38x

-9

O. COMMERCIAL DISPUTES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about commercial disputes of this establishment.

0.1

In the last three years, has this establishment had any commercial dispute, that is a failure of any party to meet the terms or expectations of an agreement, including a contract, or a business relationship?

Yes

1

No

2

GO TO 0.3

DON'T KNOW (SPONTANEOUS)

-9

GO TO Q.3

01

0.2

Did this establishment use courts, arbitration, or mediation to resolve or attempt to resolve its commercial disputes?

Yes

1

No

2

DON'T KNOW (SPONTANEOUS)

-9

02

0.3

Using the scale on the card, please indicate to what extent you agree with the following statements in relation **to commercial disputes**.

INTERVIEWER: READ OUT EACH ITEM AS A QUESTION

SHOW CARD 6

					(SPONTANEOUS)	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DOES NOT APPLY	DON'T KNOW
In [economy] , <u>arbitration</u> is a reliable mechanism to resolve commercial disputes. o3a2	1	2	3	4	-7	-9
In [economy] , <u>mediation</u> is a reliable mechanism to resolve commercial disputes. o3b2	1	2	3	4	-7	-9
In resolving commercial disputes, courts are independent and impartial j31	1	2	3	4	-7	-9

	r		z		s		p												
region		size		sector		panel		wbid											

R.4	ASK IF MANUFACTURING Did this establishment have production targets? Examples of production targets are production volume, quality, efficiency, waste, or on-time delivery.
	ASK IF SERVICES Did this establishment have service provision targets ? Examples of service provision targets are sales, customer satisfaction, efficiency, waste, or on-time delivery.

Yes	1	
No	2	GO TO R.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.8
		r4

R.5	What best describes the time frame of those targets? SHOW CARD 8
-----	--

Main focus was on short term, less than one year	1	
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
DON'T KNOW (SPONTANEOUS)	-9	
		r5

R.6	How easy or difficult was it for this establishment to achieve those targets overall? SHOW CARD 9
-----	---

Achieved without much effort	1	
Achieved with some effort	2	
Achieved with normal amount of effort	3	
Achieved with more than normal effort	4	
Only achieved with extraordinary effort	5	
Targets were not achieved	6	
DON'T KNOW (SPONTANEOUS)	-9	
		r6

	r		z		s		p												
region		size		sector		panel		wbid											

R.7	Who at this establishment was aware of those targets? SHOW CARD 10
------------	--

IF MANUFACTURING

Only senior managers	1	r7
Most managers and some production workers	2	
Most managers and most production workers	3	
All managers and most production workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

IF SERVICES

Only senior managers	1	r7
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

R.8	Over fiscal year [a20y], did this establishment have performance bonuses for managers?
------------	--

Yes	1	GO TO R.10 GO TO R.10
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		r8

R.9	What were those managers' performance bonuses mostly based on? INTERVIEWER: READ OUT
------------	--

INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4

Their own performance	1	r9
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	



size

sector

panel

wbid

R.10

SHOW CARD 11

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability

1

Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)

2

Based mainly on factors other than performance and ability (for example, tenure or family connections)

3

Non-managers are normally not promoted

4

DON'T KNOW (SPONTANEOUS)

DOES NOT APPLY (SPONTANEOUS)

r10

R.11

SHOW CARD 12

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance

1

After 6 months of identifying under-performance

2

Rarely or never

3

DON'T KNOW (SPONTANEOUS)

.....
_C

DOES NOT APPLY (SPONTANEOUS)

r11

E. DEGREE OF COMPETITION

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to a new topic.

E.1	In fiscal year [a20y], which of the following was the main market in which this establishment sold its main product [or offered its main service]? INTERVIEWER: READ OUT
-----	---

Local or in some parts of the country	1	<i>GO TO E.32</i>
National	2	
International	3	
DON'T KNOW (SPONTANEOUS)	-9	
		e1

E.2	How many competitors did this establishment's main product [or service] face in this main market?
-----	--

Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.31.2	Which of the following best describes this main market? INTERVIEWER: READ OUT
---------------	---

The market is dominated by one firm	1
The market is dominated by a few firms	2
There is competition among many firms	3
DON'T KNOW (SPONTANEOUS)	-9

E.32	Over the last year, has the level of competition in this establishment's main market increased, decreased, or stayed the same?
-------------	--

Increased	1
Decreased	2
Stayed the same	3
DON'T KNOW (SPONTANEOUS)	-9

E.33

Yes

1

No

2

PRICES ARE REGULATED

-7

PRICES ARE SET BY HEADQUARTERS

-6

DON'T KNOW (SPONTANEOUS)

-9

e33

E.6

Yes

1

No

2

DON'T KNOW (SPONTANEOUS)

-9

e6

E.11

Yes

1

No

2

DON'T KNOW (SPONTANEOUS)

-9

e11

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1	During the last three years, has this establishment introduced new or improved products or services?
------------	--

Yes	1	
No	2	<i>GO TO H.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO H.5</i>
		h1

h1

H.2	Were any of the new or improved products or services also new for the establishment's main market?
------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h2

H.3.2	Please describe in detail the <u>main</u> new or improved product or service that this establishment introduced during the last three years.
--------------	---

Include details on how it differs from similar products or services previously offered by this establishment.

INTERVIEWER: NOTE THAT THE MAIN NEW OR IMPROVED PRODUCT OR SERVICE IS THE ONE THAT REPRESENTED THE LARGEST PROPORTION OF THIS ESTABLISHMENT'S SALES IN VALUE (NOT VOLUME) DURING THE LAST THREE YEARS.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h32x

	r		z		s		p					
region		size		sector		panel		wbid				

H.5	During the last three years, has this establishment introduced any new or improved process? These include: • methods of manufacturing products or offering services; • logistics, delivery, or distribution methods for inputs, products, or services; • or supporting activities for processes
------------	--

Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8
		h5

H.6.2	Please describe in detail the main new or improved process that this establishment introduced during the last three years. <u>Include details on how it differs</u> from similar processes previously used by this establishment. INTERVIEWER: NOTE THE MAIN INNOVATIVE PROCESS IS THE INNOVATIVE PROCESS THAT HAD THE LARGEST IMPACT ON THE OPERATIONS OF THE ESTABLISHMENT DURING THE LAST THREE YEARS.
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Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE
h62x

H.8	During fiscal year [a20y] , did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?
------------	--

Yes	1	
No	2	GO TO G SECTION
DON'T KNOW (SPONTANEOUS)	-9	GO TO G SECTION
		h8

H.9	How much did this establishment spend in [LCUs] on those research and development activities?
------------	--

	[LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9
INTERVIEWER: RE-ENTER THE AMOUNT	h9_2



G.3

DaysWait for a construction-related permit

ONE DAY OR LESS

STILL IN PROCESS

APPLICATION DENIED

DON'T KNOW (SPONTANEOUS)

g3

1

-6

-5

-9

G.4

Yes

1

No

2

DON'T KNOW (SPONTANEOUS)

-9

REFUSAL (SPONTANEOUS)

-8

g4

G.34

Using the response options on the card, please tell me if you strongly disagree, tend to disagree, tend to agree, or strongly agree with the statement:

“Deeds, title certificates, and land surveys are recognized in land disputes and the sale of property.”

SHOW CARD 13

(SPONTANEOUS)

Strongly disagree

Tend to disagree

Tend to
agree

Strongly agree

**DON'T
KNOW**

**DOES
NOT
APPLY**

g34

1

2

34

-9

-7

	r		z		s		p								
region		size		sector		panel		wbid							

GE. GREEN ECONOMY

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
And now I would like to ask you about the environmental practices of this establishment.

GE.3	In fiscal year [a20y], did this establishment experience damage of physical assets due to extreme weather events such as storms, floods, droughts, or landslides? INTERVIEWER: INCLUDE DAMAGES TO INVENTORIES.
-------------	--

Yes	1	
No	2	GO TO GE.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO GE.7
		ge3

GE.3a	Please estimate the monetary damage in [LCUs] of physical assets that resulted from extreme weather events.
--------------	---

	[LCU]
Monetary damage of assets	ge3a
DON'T KNOW (SPONTANEOUS)	-9

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT

INTERVIEWER: RE-ENTER THE AMOUNT	ge3a_2
---	---------------

GE.7	Over the last three years, did this establishment monitor its CO ₂ emissions?
-------------	--

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ge7

GE.8	Over the last three years, did this establishment adopt any measure to reduce emissions, waste, or pollution?
-------------	---

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ge8d

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you some questions about how this establishment finances its operations.

K.3

Over fiscal year [a20y], what proportion of this establishment's working capital, that is the funds available for day-to-day operations, was financed from each source shown on the card?

SHOW CARD 14

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a%	-9
Owners' contribution or issued new equity shares	k3i%	-9
Bonds	k3j%	-9
Borrowed from banks (private and state-owned)	k3bc%	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e%	-9
Purchases on credit from suppliers and advances from customers	k3f%	-9
Friends, relatives, informal moneylenders, or other	k3dgh%	-9
	100%	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

K.4

In fiscal year [a20y], did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land, or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	<i>GO TO K.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.6</i>
		k4

	r		z		s		p												
region		size		sector		panel		wbid											

N.5	Considering those purchases, how much did this establishment spend on: INTERVIEWER: READ OUT EACH ITEM AS A QUESTION
------------	--

	[LCUs]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment, in [LCUs]?	n5a	-9
INTERVIEWER: RE-ENTER THE AMOUNT	n5a_2	

Land and buildings including expansion and renovations of existing structures, in [LCUs]?	n5b	-9
INTERVIEWER: RE-ENTER THE AMOUNT	n5b_2	

K.5	What percentage of these purchases of fixed assets was financed from each source shown on the card? SHOW CARD 14
------------	--

IF RESPONDENT PREFERS TO PROVIDE LCU AMOUNT, GO TO K.5.a1

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %	-9
Owners' contribution or issued new equity shares	k5i %	-9
Bonds	k5j %	-9
Borrowed from banks (private and state-owned)	k5bc %	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Friends, relatives, informal moneylenders, or other	k5dgh %	-9
	100%	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

Diagram illustrating the structure of a word (16 bits) used in the system. The word is divided into five fields:

- region** (2 bits)
- size** (2 bits)
- sector** (2 bits)
- panel** (2 bits)
- wbid** (8 bits)

The first four fields (region, size, sector, panel) are labeled with 'r', 'z', 's', and 'p' respectively. The 'wbid' field is highlighted in red.

	AMOUNT [LCUs]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings in [LCUs]	k5a1	-9
Owners' contribution or issued new equity shares in [LCUs]	k5i1	-9
Bonds in [LCUs]	k5j1	-9
Borrowed from banks (private and state-owned) in [LCUs]	k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies in [LCUs]	k5e1	-9
Purchases on credit from suppliers and advances from customers in [LCUs]	k5f1	-9
Friends, relatives, informal moneylenders, or other in [LCUs]	k5dgh1	-9
	n5a+n5b	

**INTERVIEWER: CHECK THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
UNLESS RESPONDENT DOES NOT KNOW**

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about the establishment's present situation.

K.6	Does this establishment have a current/checking or savings account?
------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k6

K.8.2b	Does this establishment have a line of credit from a financial institution?
---------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k82b

K.8.2a	Does this establishment have a loan from a financial institution?
---------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k82a

Diagram illustrating the structure of the 16-bit header. The header is divided into fields: region (2 bits), size (2 bits), sector (2 bits), panel (2 bits), and wbid (8 bits). The fields are labeled with their respective bit positions: region (bits 15-14), size (bits 13-12), sector (bits 11-10), panel (bits 9-8), and wbid (bits 7-0).

IF BOTH K.8.2A AND K.8.2B ARE “NO” OR “DON’T KNOW”, GO TO K.15.d

K.9	Referring to the most recent line of credit or loan, what type of financial institution granted it? SHOW CARD 15 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]
------------	---

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
DON'T KNOW (SPONTANEOUS)	-9

k9

K.10	In what year was this line of credit or loan approved?
-------------	--

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11	What was its value in [LCUs] at the time of approval?
-------------	--

	[LCU]
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: RE-ENTER THE AMOUNT	k11_2
----------------------------------	-------

K.13	Did this financing require collateral?
-------------	--

Yes	1	
No	2	<i>GO TO K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15d</i>
		k13

QUESTIONNAIRE NUMBER **technicalid**

	r		z		s		p							
region		size		sector		panel		wbid						

K.14	Please indicate if the following types of collateral were required: INTERVIEWER: READ OUT EACH AS A QUESTION
-------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment k14a	1	2	-9
Machinery and equipment including movables k14b	1	2	-9
Accounts receivable and inventories k14c	1	2	-9
Personal assets of owner (house, etc.) k14d	1	2	-9
Other forms of collateral not included in the categories above k14e	1	2	-9

K.15a	What was the value in [LCUs] of the collateral required?
--------------	--

	[LCU]
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: RE-ENTER THE AMOUNT	k15a_2
---	---------------

K.15d	Does the owner(s) have any outstanding personal loans to finance this establishment's business activities?
--------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k15d

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next few questions refer specifically to fiscal year [a20y].

K.16.2a	Referring again to fiscal year [a20y], did this establishment apply for a loan from a financial institution?
----------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

K162a

QUESTIONNAIRE NUMBER **technicalid**

	r		z		s		p												
region		size		sector		panel		wbid											

K.16.2b Did this establishment apply for a **line of credit** from a financial institution?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

K162a

IF EITHER K.16.2a OR K.16.2b ARE "YES", GO TO K.20

IF NEITHER ANSWER IS "YES":

IF AT LEAST ONE ANSWER TO K.16.2a OR K.16.2b IS "DON'T KNOW", GO TO K.21

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 16

No need for a loan - establishment had enough capital	1	GO TO K.21
Application procedures were complex	2	GO TO K.21
Interest rates were not favorable	3	GO TO K.21
Collateral requirements were too high	4	GO TO K.21
Size of loan and maturity were insufficient	5	GO TO K.21
Did not think it would be approved	6	GO TO K.21
Other	7	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k17

K.20 What was the outcome of the most recent application for a line of credit or loan?
INTERVIEWER: READ OUT

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

	r		z		s		p												
region		size		sector		panel		wbid											

K.35	How many days does it take on average from when payment is made until the money is received using [answer from k342] ?
-------------	---

	Days
Days to receive money	k35
PAYMENT RECEIVED IN LESS THAN A DAY	0
DON'T KNOW (SPONTANEOUS)	-9

K.36	As a percentage of a typical transaction, how much does it cost to accept payments, using [answer from k342] ?
-------------	---

	Percent
Cost per transaction	k36 %
ABOVE 0 BUT BELOW 0.5%	-5
COSTLESS (ZERO)	-6
DON'T KNOW (SPONTANEOUS)	-9

K.38	How about when this establishment makes payments, including to its suppliers. What percentage of the total payments that this establishment makes in a typical month is done through electronic payments, that is other than cash or check payments, excluding payments to government and payroll?
-------------	--

	Percent	
Percentage of purchases through e-payments	k38	IF 0, GO TO SECTION J
DON'T KNOW (SPONTANEOUS)	-9	GO TO SECTION J

K.39.2	In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's payments in value? SHOW CARD 17
---------------	---

Debit cards	1	
Credit cards	2	
Bank transfers, including through online and mobile banking	3	
Other __specify_ k392x__ (including e-money, e-wallet, and mobile money)	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO SECTION J
		k392

technicalid

region

size

sector

panel

whid

K.40

As a percentage of a typical transaction, how much does it cost to make payments, using [answer from k392]?

Percent

Cost per transaction

k40 %

ABOVE 0 BUT BELOW 0.5%

-5

COSTLESS (ZERO)

-6

DON'T KNOW (SPONTANEOUS)

-9

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.2

In a typical week over the last year, what percentage of senior management's time was spent on dealing with requirements imposed by government regulations?

(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

J.3

Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	
No	2	<i>GO TO J.35</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J.35</i>
		j3

J.4

How many times over the last year?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

J.5

In any of these inspections or meetings was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

Diagram illustrating the structure of the 16-bit header. The header is divided into fields: region (2 bits), size (2 bits), sector (2 bits), panel (2 bits), and wbid (8 bits). The fields are labeled with their respective bit positions: region (bits 15-14), size (bits 13-12), sector (bits 11-10), panel (bits 9-8), and wbid (bits 7-0).

J.37	In fiscal year [a20y], did this establishment <u>pay</u> its taxes electronically? INTERVIEWER: READ OUT OPTIONS
------	--

Yes, fully	1
Yes, partially	2
No	3
DON'T KNOW (SPONTANEOUS)	-9

j37

If vat applicable==1

J.38	In the last three years, has this establishment requested a [consumptiontax] refund?
-------------	---

Yes	1	
No	2	<i>GO TO J.40</i>
NO REFUND SYSTEM EXISTS	-6	<i>GO TO J.6a</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J.6a</i>

GO TO J.40

GO TO J.6a

GO TO J.6a

j38

If vat applicable==1

J.39	How many weeks did it take from when the establishment submitted its application until the refund was received?
------	---

	Weeks	
Weeks to receive refund	j39	GO TO J.6a
ONE WEEK OR LESS	1	GO TO J.6a
REFUND STILL OUTSTANDING	-5	GO TO J.6a
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.6a

If vat applicable==1

J.40	What was the main reason this establishment did not request a [consumptiontax] refund? SHOW CARD 18
------	--

Refunds take too long to receive	1
The application for a refund is too complicated	2
The establishment did not need to request a refund	3
Other	4
NOT ELIGIBLE	-7
DON'T KNOW (SPONTANEOUS)	-9

j40

region

J.6a

Yes

No

DON'T KNOW (SPONTANEOUS)

12

-9

GO TO J.42

GO TO J.42

j6a

J.41

Very difficult

Moderately difficult

Somewhat difficult

Not difficult at all

DON'T KNOW (SPONTANEOUS)

1234

-9

j41

J.42

Yes

No

DON'T KNOW (SPONTANEOUS)

12

-9

GO TO J.7

GO TO J.7

j42

J.43

Wait for payment

ONE DAY OR LESS

NO PAYMENT HAS YET BEEN RECEIVED

DON'T KNOW (SPONTANEOUS)

Days

j431

-6

-9

It is said that establishments are sometimes required to make informal payments or give gifts to public officials to “get things done” regarding customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

PercentLCU

J.10

Yes

No

DON'T KNOW (SPONTANEOUS)

12

-9

TO J.13

TO J.13

j10

J.11

DaysWait for import license

ONE DAY OR LESS

STILL IN PROCESS

APPLICATION DENIED

DON'T KNOW (SPONTANEOUS)

j111

-6

-5

-9

In reference to that application, was an informal gift or payment expected or requested?

YesNo

DON'T KNOW (SPONTANEOUS)

REFUSAL (SPONTANEOUS)

12

-9

-8

j12

Yes	1	
No	2	<i>GO TO SECTION M</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO SECTION M</i>
		j13

	Days
Wait for operating license	j14
ONE DAY OR LESS	1
APPLICATION DENIED	-5
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j15

region

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING:

I would now like to ask about your opinions about several items that may affect this establishment's operations.

M.30

Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?

INTERVIEWER: READ OUT EACH ITEM AS A QUESTION
SHOW CARD 20

(SPONTANEOUS)

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

By looking at the list of elements of the business environment please tell me which one currently represents the biggest obstacle faced by this establishment.

M.1	By looking at the list of elements of the business environment please tell me which one currently represents the biggest obstacle faced by this establishment. INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.
------------	--

	POSITION
1-Access to finance	mla_finance_pos
2-Access to land	mla_land_pos
3-Business licensing and permits	mla_permit_pos
4-Corruption	mla_corruption_pos
5-Courts	mla_courts_pos
6-Crime, theft, and disorder	mla_crime_pos
7-Customs and trade regulations	mla_trade_pos
8-Electricity	mla_electricity_pos
9-Inadequately educated workforce	mla_workforce_pos
10-Labor regulations	mla_labor_pos
11-Political instability	mla_instability_pos
12-Practices of competitors in the informal sector	mla_informal_pos
13-Tax administration	mla_taxadmin_pos
14-Tax rates	mla_taxrate_pos
15-Transport	mla_transport_pos

Biggest obstacle	mla
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

The diagram shows a 16-bit identifier structure. It is a horizontal bar divided into 16 segments. The first two segments are labeled 'r' and 'z'. The next two segments are labeled 's' and 'p'. The last eight segments are labeled 'wbid'. Brackets below the bar group the segments into five categories: 'region' (first two segments), 'size' (next two segments), 'sector' (next two segments), 'panel' (next two segments), and 'wbid' (last eight segments).

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or someone who specializes in human resources?

GO TO SECTION L

In that case, I would like to ask you some questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

GO TO SECTION N

**GO TO POST-INTERVIEW
INFORMATION SECTION.
ENSURE SECTION L AND N
ARE COMPLETED BY
RELEVANT RESPONDENTS.**

m_n_skip

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labor force.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labor force.

L.1	At the end of fiscal year [a20y], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers. Full-time workers work a full shift. Permanent workers are those that have worked for one year or more and/or have a guaranteed renewal of their employment. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE
------------	---

L.1	At the end of fiscal year [a20y], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers. Full-time workers work a full shift. Permanent workers are those that have worked for one year or more and/or have a guaranteed renewal of their employment. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE
-------------------	---

L.1	At the end of fiscal year [a20y], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers. Full-time workers work a full shift. Permanent workers are those that have worked for one year or more and/or have a guaranteed renewal of their employment. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE
-------------------	---

	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2	Looking back, at the end of fiscal year [a20y-2], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE
-----	--

L.2	Looking back, at the end of fiscal year [a20y-2], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE
-----	--

	Number
Permanent, full-time workers at the end of fiscal year [a20y-2]	12
ESTABLISHMENT WAS NOT IN BUSINESS IN [a20y-2]	-7
DON'T KNOW (SPONTANEOUS)	-9

READ THE FOLLOWING:

Now I would like to ask again about all [l1_pipe] permanent, full-time workers at the end of fiscal year [a20y].

READ THE FOLLOWING:

Now I would like to ask again about all [l1_pipe] permanent, full-time workers at the end of fiscal year [a20y].

L.9b	What percentage had completed at least [secondary] school?
-------------	---

	Percent
Percentage of permanent, full-time workers who completed at least secondary school	19b %
RESPONDENT PREFERS TO PROVIDE NUMBER OF WORKERS	-5
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.3

GO TO L.3

	Number
Number of permanent, full-time workers who completed at least secondary school	19b1
DON'T KNOW (SPONTANEOUS)	-9

L.3	How many of the [I1_pipe] permanent, full-time workers were: INTERVIEWER: READ EACH CATEGORY
-----	--

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	13a	-9
Non-production workers (administration, sales)	13b	-9

L.5.a	How many of the [l3a_pipe] production workers were women ?
--------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Women production workers	15a	-9

L5.b	How many of the [l3b_pipe] <u>non-production</u> workers were <u>women</u> ?
------	--

	Number	DON'T KNOW (SPONTANEOUS)
Women non-production workers	15b	-9

L.5	How many of the [l1_pipe] permanent, full-time workers were women?
-----	--

	Number	DON'T KNOW (SPONTANEOUS)
Women permanent, full-time workers	15	-9

The diagram shows a 16-bit identifier structure. It is a horizontal bar divided into 16 segments. The first two segments are labeled 'r' and 'z'. The next two segments are labeled 's' and 'p'. The last eight segments are labeled 'wbid'. Brackets below the bar group the segments into five categories: 'region' (first two segments), 'size' (next two segments), 'sector' (next two segments), 'panel' (next two segments), and 'wbid' (last eight segments).

L.4	How many of the [l3a_pipe] permanent, full-time production workers were: SHOW CARD 21
-----	---

L.4	How many of the [l1_pipe] permanent, full-time workers were: SHOW CARD 21
------------	---

50

Yes	1	
No	2	<i>GO TO L.34</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.34</i>
		110

L.11a1	How many of [l3a_pipe] permanent, full-time <u>production</u> workers received formal training?
---------------	---

ASK IF MANUFACTURING

	Number	
Number of permanent, full-time <u>non-production</u> workers trained?	111b1	GO TO L.12
RESPONDENT PREFERS TO PROVIDE PERCENTAGE OF WORKERS	-5	
NO PERMANENT, FULL-TIME PRODUCTION WORKERS TRAINED	0	GO TO L.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.12

	Percent	
What percentage of [13b_pipe] permanent, full-time <u>non-production</u> workers received formal training?	111b%	
DON'T KNOW (SPONTANEOUS)	-9	

L.1a	Now I would like to ask you about part-time workers, that is those who work for less than a full shift. At the end of fiscal year [a20y], how many permanent, <u>part-time</u> individuals worked in this establishment? Please include all workers and managers.
-------------	---

	Number
Part-time workers employed last fiscal year	11a
NO PART-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

L.6	How about full-time, <u>temporary or seasonal workers</u>, that is those who work for less than a year with no guarantee of renewal of employment. How many of those workers did this establishment have during fiscal year [a20y]?	
-----	---	--

	Number	
Full-time, temporary or seasonal workers employed last fiscal year	16	
NO FULL-TIME TEMPORARY OR SEASONAL WORKERS	0	GO TO L.37
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.37

L.6a	Of these, how many were women?
-------------	--------------------------------

	Number
Full-time, women temporary or seasonal workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8	What was the average length of employment in months of all full-time, temporary workers?
-----	---

	Months
Average length full-time temporary or seasonal employment last fiscal year, in months	18
ONE MONTH OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

Yes	1	
No	2	GO TO L.40
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.40
		137

	Months		Days
Time to resolve a labor dispute	138a		
LESS THAN ONE MONTH	0	IF LESS THAN 1 MONTH	138b
NO DISPUTE HAS BEEN RESOLVED	-7	GO TO L.40	
DON'T KNOW (SPONTANEOUS)	-9		

Yes	1	
No	2	<i>GO TO L.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.30</i>
		140

Yes	1
No	2
NO INSPECTION HAS BEEN CONCLUDED	-5
DON'T KNOW (SPONTANEOUS)	-9

technicalid

r	z	s	p				
region	size	sector	panel	wbid			

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 22
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
The regulation of dismissing workers I30d	0	1	2	3	4	-9	-7
The cost of hiring new workers I30c	0	1	2	3	4	-9	-7

SARL.31	Does this establishment provide for all employees with children up to the age of 6 years either childcare facilities that are located in or within close proximity of the premises, or a cash grant or stipend for childcare?
----------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

SARL31

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now, I would like to ask you some questions about the financials of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

C.32	In a typical month, how many kilowatt hours (kWh) of electricity does this establishment consume from a public or private utility provider? Please refer to a recent utility bill that represents a typical month of operations.
-------------	--

	kWh	
kWh of electricity consumed	c32	
NO ELECTRICITY FROM A UTILITY (SPONTANEOUS)	-7	GO TO C.34
DON'T KNOW (SPONTANEOUS)	-9	

C.32.b	What was the total cost in [LCUs] of that monthly electricity consumption, including all taxes and fees?
---------------	--

INTERVIEWER: EXCLUDE ANY AMOUNT IN ARREARS

	LCU
Cost of electricity consumed	c32b
NO ELECTRICITY FROM A UTILITY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

C.34	In a typical month, what quantity of water does this establishment consume from that utility provider? Please refer to a recent utility bill that represents a typical month of operations.
-------------	---

	Number
Amount of water consumed	c34
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.34.c

SPECIFY UNITS

Cubic meters	1
Gallons	2
Cubic feet	3
Liters	5
OTHER (SPECIFY) c34bx	4

	LCU
Cost of water consumed	c34c
DON'T KNOW (SPONTANEOUS)	-9

	[LCUs]	RE-ENTER	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including <u>gross</u> wages, salaries, bonuses, social security payments, and employment taxes.	n2a	n2a_2	-9
<i>IF N2A IS "DON'T KNOW", SKIP N2A2</i>			
Of that [n2a_pipe][LCU], what was the total annual cost of social security payments and employment-based taxes, excluding employee taxes that were withheld.	n2a2	n2a2_2	-9

Total annual cost of raw materials and intermediate goods used in production	n2e	n2e_2	-9
--	-----	-------	----

Total annual cost of finished goods and materials purchased to resell	n2i	n2i_2	-9
---	-----	-------	----

N.7	Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it <u>uses now</u> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost in [LCUs]?
-----	---

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technicalid

	r		z		s		p						
region		size		sector		panel		wbid					

N.11	In fiscal year [a20y], what percentage of this establishment's total annual gross profit was paid as income-based taxes? INTERVIEWER: IF TAXES HAVE NOT YET BEEN PAID, PLEASE INCLUDE THE EXPECTED TAX PAYMENTS.
------	---

	As a percentage of gross annual profits	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective income-based tax rate	n11 %	-9	-8

INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

The diagram shows a 16-bit identifier structure. It is a horizontal bar divided into 16 segments. The first two segments are labeled 'r' and 'z'. The next two segments are labeled 's' and 'p'. The last eight segments are labeled 'wbid'. Below the bar, brackets indicate the bit ranges for each field: 'region' (bits 0-1), 'size' (bits 2-3), 'sector' (bits 4-5), 'panel' (bits 6-7), and 'wbid' (bits 8-15).

INTERVIEWER READ AT THE END OF THE INTERVIEW:

A.12 Interviewer code **a12**

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

A.16	It is my perception that the responses to the questions regarding opinions and perceptions were:
-------------	--

Truthful	1
Somewhat truthful	2
Not truthful	3

A.17	The responses to the questions regarding figures (productivity and employment numbers) were:
-------------	--

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some cases taken from books and in some cases estimates	4

INTERVIEWER COMMENTS [NOT PUBLISHED IN PUBLIC DATA]:

59

technicalid

	r		z		s		p							
region		size		sector		panel		wbid						

INDICATE THE MODE OF COLLECTION [NOT PUBLISHED IN PUBLIC DATA]:

Face to face only	1
Video conference only	2
Mainly face to face, with parts done by video conference or over the phone	3
Mainly video conference, with parts done face to face or over the phone	4

a1d_int

A.18	This questionnaire was completed in:
-------------	--------------------------------------

One session with one person	1
One session with different managers/staff	2
Several sessions	3

STOP HERE

a18

A.19	If option 2 or 3 in A.18 , estimate duration of the whole interview
-------------	--

Hour	Minutes

a19h

a19m

SUPERVISOR SECTION

a13

[illegible]

INDICATE THE MODE OF COLLECTION:

Face to face only	1
Video conference only	2
Mainly face to face, with parts done by video conference or over the phone	3
Mainly video conference, with parts done face to face or over the phone	4

ald

INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

a3a

--

IF capitalcity AND businesscity ARE THE SAME, SKIP a3c.

Is the establishment located in the capital ([capitalcity])?	a3b	Is the establishment located in the main business city ([businesscity])?	a3c	Size of city or locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2 v4

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY.
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	Code
CODE OF THE MAIN ACTIVITY	d1a2 v4