

AI Follow-Up 2025_India_final

SURVEY IDENTIFICATION INFORMATION QUESTIONNAIRE DESCRIPTION

ESTABLISHMENT INFORMATION

No sub-sections, No rosters, Questions: 4.

CONTACT ATTEMPT

No sub-sections, No rosters, Questions: 36, Static texts: 4, Variables: 7.

B.1-2. USE OF TECHNOLOGY

No sub-sections, No rosters, Questions: 14, Variables: 2.

B.3-6. USE OF ARTIFICIAL INTELLIGENCE

No sub-sections, No rosters, Questions: 25, Static texts: 1.

B.7-9. TECHNOLOGY AND BUSINESS OPERATIONS

No sub-sections, No rosters, Questions: 22.

C. AI AND JOBS

No sub-sections, No rosters, Questions: 22.

E. CONSTRAINTS ON USE OF AI

No sub-sections, No rosters, Questions: 2.

F. EXPECTATIONS ABOUT AI

No sub-sections, No rosters, Questions: 13, Static texts: 3.

G. POLICIES

No sub-sections, No rosters, Questions: 6.

H. LABOR UTILIZATION

No sub-sections, No rosters, Questions: 9.

I. WORKER SURVEY

No sub-sections, No rosters, Questions: 6, Static texts: 4.

APPENDIX A — INSTRUCTIONS

APPENDIX B — CATEGORIES

APPENDIX C — VARIABLES

APPENDIX D — CATEGORIES FILTERS

LEGEND

SURVEY IDENTIFICATION INFORMATION

QUESTIONNAIRE DESCRIPTION

Basic information

Title AI Follow-Up 2025_India_final

Survey data information

Study type Enterprise Survey

Kind of data Observation data/ratings [obs]

Mode of Data Collection CATI

ESTABLISHMENT INFORMATION

ID	NUMERIC: INTEGERidstd -----
ESTABLISHMENT NAME	TEXTName
ESTABLISHMENT LOCATION	TEXTa3x
WBES RESPONDENT NAME	TEXTRespondent

CONTACT ATTEMPT

contact

STATIC TEXT

INSTRUCTIONS

ALL TEXT THAT APPEARS IN BLUE AND CAPITALIZED LETTERS ARE INSTRUCTIONS. PLEASE MAKE SURE YOU FOLLOW THEM.

Text that appears in black are questions to be read out loud to respondents. DO NOT READ OUT LOUD ANSWER OPTIONS IN CAPITAL LETTERS (EX: DON'T KNOW AND DOES NOT APPLY).

LOGICAL INCONSISTENCIES WILL APPEAR IN RED. MAKE SURE YOU VERIFY THE RESPONSE WITH THE RESPONDENT BEFORE PROCEEDING

UPLOAD WORKER SURVEY LINK	TEXT SCOPE: HIDDEN worker_survey_link
VARIABLE 1 //1 ACTIVATE; 0 DISABLE	LONG screener_activated
PHONE NUMBERS I ADD IF NEW NUMBERS ARE AVAILABLE E screener_activated==1 W1 phones_list.All(x => string.IsNullOrEmpty(x.Item2) (x.Item2.Length == 10 && x.Item2.ConsistsOf("0123456789"))) M1 Enter a phone number with exactly 10 digits (numbers only)	LIST phones_list
Is there at least one email address known? E screener_activated==1	SINGLE-SELECT SCOPE: HIDDEN email_available 01 ☐ Yes 02 ☐ No
E-MAILS E email_available == 1 V1 self.All(item=>item.Text.IsValidEmail()) M1 Please enter a valid email address	LIST emails
ATTEMPT 1 E screener_activated==1 && phones_list?.Any() == true	DATE: CURRENT TIME attempt1 MM/DD/YYYY
WHICH PHONE NUMBER WAS USED? E IsAnswered(attempt1)	SINGLE-SELECT: LINKED SOURCE OF CATEGORIES: TEXT LIST QUESTION PHONES_LIST contact_phone1

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone1)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result1

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 2

E IsAnswered(call_result1) && call_result1 != 1 && call_result1 != 620

DATE: CURRENT TIME

attempt2

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt2)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone2

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone2)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result2

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 3

E IsAnswered(call_result2) && call_result2 != 1 && call_result2 != 620

DATE: CURRENT TIME

attempt3

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt3)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone3

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone3)
W1 self==1||self==94||self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1||self==91||self==95||self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result3

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 4

E IsAnswered(call_result3) && call_result3 != 1 && call_result3 != 620

DATE: CURRENT TIME

attempt4

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt4)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone4

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone4)
W1 self==1||self==94||self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1||self==91||self==95||self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result4

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 5

E IsAnswered(call_result4) && call_result4 != 1 && call_result4 != 620

DATE: CURRENT TIME

attempt5

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt5)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone5

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone5)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result5

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 6

E IsAnswered(call_result5) && call_result5 != 1 && call_result5 != 620

DATE: CURRENT TIME

attempt6

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt6)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone6

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone6)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result6

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 7

E IsAnswered(call_result6) && call_result6 != 1 && call_result6 != 620

DATE: CURRENT TIME

attempt7

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt7)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone7

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone7)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result7

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 8

E IsAnswered(call_result7) && call_result7 != 1 && call_result7 != 620

DATE: CURRENT TIME

attempt8

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt8)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone8

INDICATE THE RESULT OF THE CONTACT ATTEMPT

E IsAnswered(contact_phone8)
W1 self==1|self==94|self==620
M1 TRY AGAIN AT A DIFFERENT TIME OR DATE.
W2 self==1|self==91|self==95|self==620
M2 FIND AN ALTERNATIVE PHONE NUMBER.

SINGLE-SELECT

call_result8

- 001 ☐ Successful contact
091 ☐ Line ringing - no answer
095 ☐ Line is busy
092 ☐ Line out of order
093 ☐ No tone
094 ☐ Phone number does not exist
010 ☐ Answering machine
011 ☐ Fax line- data line
620 ☐ The establishment has discontinued

ATTEMPT 9

E IsAnswered(call_result8) && call_result8 != 1 && call_result8 != 620

DATE: CURRENT TIME

attempt9

MM/DD/YYYY

WHICH PHONE NUMBER WAS USED?

E IsAnswered(attempt9)

SINGLE-SELECT: LINKED

SOURCE OF CATEGORIES: TEXT LIST QUESTION [PHONES LIST](#)

contact_phone9

INDICATE THE RESULT OF THE CONTACT ATTEMPT E IsAnswered(contact_phone9) W1 self==1 self==94 self==620 M1 TRY AGAIN AT A DIFFERENT TIME OR DATE. W2 self==1 self==91 self==95 self==620 M2 FIND AN ALTERNATIVE PHONE NUMBER.	SINGLE-SELECT call_result9 001 ☐ Successful contact 091 ☐ Line ringing - no answer 095 ☐ Line is busy 092 ☐ Line out of order 093 ☐ No tone 094 ☐ Phone number does not exist 010 ☐ Answering machine 011 ☐ Fax line- data line 620 ☐ The establishment has discontinued
ATTEMPT 10 E IsAnswered(call_result9) && call_result9 != 1 && call_result9 != 620	DATE: CURRENT TIME attempt10 MM/DD/YYYY
WHICH PHONE NUMBER WAS USED? E IsAnswered(attempt10)	SINGLE-SELECT: LINKED SOURCE OF CATEGORIES: TEXT LIST QUESTION PHONES LIST contact_phone10
INDICATE THE RESULT OF THE CONTACT ATTEMPT E IsAnswered(contact_phone10) W1 self==1 self==94 self==620 M1 TRY AGAIN AT A DIFFERENT TIME OR DATE. W2 self==1 self==91 self==95 self==620 M2 FIND AN ALTERNATIVE PHONE NUMBER.	SINGLE-SELECT call_result10 001 ☐ Successful contact 091 ☐ Line ringing - no answer 095 ☐ Line is busy 092 ☐ Line out of order 093 ☐ No tone 094 ☐ Phone number does not exist 010 ☐ Answering machine 011 ☐ Fax line- data line 620 ☐ The establishment has discontinued
VARIABLE call_result1 == 1 call_result2 == 1 call_result3 == 1 call_result4 == 1 call_result5 == 1 call_result6 == 1 call_result7 == 1 call_result8 == 1 call_result9 == 1 call_result And 7 other symbols [1]	BOOLEAN success

VARIABLE	BOOLEAN	discontinued
<pre>call_result1 == 620 call_result2 == 620 call_result3 == 620 call_result4 == 620 call_result5 == 620 call_result6 == 62 0 call_result7 == 620 call_result8 == 620 call_result9 ==</pre>		
And 27 other symbols [2]		

```
E screener_activated != 1 || success == true
```

Hello. I'm calling you on behalf of the World Bank, who is conducting a follow-up survey based on your establishment's response to the World Bank Enterprise Survey a few months ago. I would like to thank you for your participation and to take this opportunity to ask you a few follow-up questions on the effects of Artificial Intelligence on your establishment. These answers will allow us to gather information on the ongoing impact of this new technology and to quickly design policy responses to support businesses like yours.

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.

The interview lasts about 25 minutes. Can we proceed now? IF A CALL BACK APPOINTMENT IS SCHEDULED, THEN RECORD THE RESPONSE HERE AND UPDATE IT ONCE THE INTERVIEW IS READY TO START screener_activated != 1 success == true	SINGLE-SELECT 01 ☐ START INTERVIEW 02 ☐ CALL BACK ANOTHER TIME 03 ☐ REFUSE	consent
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INTERVIEWER: RECORD INTERVIEW START TIME	DATE: CURRENT TIME MM/DD/YYYY	interview_start
consent == 1		

VARIABLE	LONG	interview_year
interview_start.Value.Year		
VARIABLE	LONG	interview_month
interview_start.Value.Month		

```
E IsSectionAnswered(contact)==false
```

THERE ARE UNANSWERED QUESTIONS IN THIS SECTION THAT CANNOT BE SKIPPED. PLEASE COMPLETE BEFORE MOVING ON TO THE NEXT SECTION.

VARIABLE	LONG	eligibility_code
(success == true)? 1 : (discontinued == true)? 620 : (call_result10==91)? 91: (call_result10==95)? 91: (call_result10==92)? 92: (call_result10==93)? 93: (call_result10==94)? 94: (call_result10==10)?		
And 32 other symbols [3]		

VARIABLE	LONG	status_code
(consent == 1 && IsAnswered(endtime))? 1: (consent == 1 && !IsAnswered(endtime))? 2: (consent == 3)? 3: (consent == 2)? 4: null		

STATIC TEXT

E 1==2

Eligibility code: %eligibility_code%

```
Status code: %status_code%
```

B.1-2. USE OF TECHNOLOGY

E IsAnswered(interview_start)

Does this establishment use any of the following technologies for business purposes?	SINGLE-SELECT ai_b1a3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.1a3. <u>Website or social media presence</u>	
I For example: Facebook page, Instagram account	
B.1a4. <u>Text messaging or messenger applications</u>	SINGLE-SELECT ai_b1a4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: Whatsapp, WeChat, Telegram, Signal, SMS	
B.1b. What <i>percentage</i> of this establishment's workers use a computer in their daily work activities?	NUMERIC: INTEGER ai_b1b ----- SPECIAL VALUES -09 ☐ DON'T KNOW (SPONTANEOUS)
V1 (self>=0 && self <=100) self == -9 M1 The answer must be a percentage between 0 and 100 (inclusive), or "-9" in the case the survey respondent does not know.	
B.6f. Does this establishment sell any AI-related technologies developed by this establishment?	SINGLE-SELECT ai_b6f 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.2a1. Does this establishment use any of the following Artificial Intelligence (AI) technologies?	SINGLE-SELECT ai_b2a1 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
<u>Machine learning</u>	
I For example: deep learning	
B.2a2. <u>AI chatbot</u>	SINGLE-SELECT ai_b2a2 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: ChatGPT, custom chatbot within firm	

B.2a3. <u>AI agent performing tasks directly.</u>	SINGLE-SELECT ai_b2a3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: coding agent writing and updating files, custom agent performing a task	
B.2a4. <u>AI technologies generating pictures, videos, speech or audio, or larger pieces of text</u>	SINGLE-SELECT ai_b2a4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.2a5. <u>AI technologies automating different workflows or assisting in decision making</u>	SINGLE-SELECT ai_b2a5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: AI based software robotic process automation	
B.2a6. <u>AI technologies enabling the physical movement of machines via autonomous decisions based on observation of surroundings</u>	SINGLE-SELECT ai_b2a6 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: autonomous robots, self-driving vehicles, autonomous drones	
VARIABLE ai_b2a1 == 1 ai_b2a2 == 1 ai_b2a3 == 1 ai_b2a4 == 1 ai_b2a5 == 1 ai_b2a6 == 1	BOOLEAN ai_adopt1
VARIABLE ai_b2a1 == 2 && ai_b2a2 == 2 && ai_b2a3 == 2 && ai_b2a4 == 2 && ai_b2a5 == 2 && ai_b2a6 == 2	BOOLEAN ai_adopt_no
INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING. In reference to the use of <u>AI chatbots or agents</u>, which type of the following technologies does this business use? B.2b1. <u>General purpose AI chatbot or agent that is readily available</u>	SINGLE-SELECT ai_b2b1 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: ChatGPT, Claude Code, Copilot E ai_b2a2 == 1 ai_b2a3 == 1	

B.2b2. <u>AI chatbot or agent designed for a specific business function</u>	SINGLE-SELECT ai_b2b2 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: a Whatsapp chatbot assisting with accounting or inventory management E ai_b2a2 == 1 ai_b2a3 == 1	
B.2b1. <u>AI chatbot or agent designed specifically for this establishment</u>	SINGLE-SELECT ai_b2b3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
I For example: a company-specific version of ChatGPT E ai_b2a2 == 1 ai_b2a3 == 1	
B.5b. <u>When did this business first start using AI chatbots or agents?</u>	SINGLE-SELECT: COMBO BOX ai_b5b 202612 ☐ December 2026 202611 ☐ November 2026 202610 ☐ October 2026 202609 ☐ September 2026 202608 ☐ August 2026 202607 ☐ July 2026 202606 ☐ June 2026 202605 ☐ May 2026 202604 ☐ April 2026 202603 ☐ March 2026 202602 ☐ February 2026 202601 ☐ January 2026 202512 ☐ December 2025 202511 ☐ November 2025 202510 ☐ October 2025 202509 ☐ September 2025 And 70 other symbols [5]
MONTH AND YEAR	
F @optioncode <= (interview_year*100 + interview_month) E ai_b2a2 == 1 ai_b2a3 == 1	

B.3-6. USE OF ARTIFICAL INTELLIGENCE

E ai_adopt1 == true && IsAnswered(interview_start)

STATIC TEXT

E ai_adopt1 == true

INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now consider the use of any AI technology.

For which types of the following tasks does this business use AI technologies??

B.3a1. Finding information

E ai_adopt1 == true

SINGLE-SELECTai_b3a1

01

☐ Yes

02

☐ No

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

B.3a2. Summarizing information

E ai_adopt1 == true

SINGLE-SELECTai_b3a2

01

☐ Yes

02

☐ No

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

B.3a3. Drafting or editing text

E ai_adopt1 == true

SINGLE-SELECTai_b3a3

01

☐ Yes

02

☐ No

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

B.3a4. Coding or software development

E ai_adopt1 == true

SINGLE-SELECTai_b3a4

01

☐ Yes

02

☐ No

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

B.3a5. <u>Translation</u>	SINGLE-SELECT ai_b3a5 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.3a6. <u>Data analysis, modelling or simulation</u>	SINGLE-SELECT ai_b3a6 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.3a7. <u>Controlling business or production processes</u>	SINGLE-SELECT ai_b3a7 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.3a8. <u>Interaction with customers or other externals</u>	SINGLE-SELECT ai_b3a8 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING. Now consider the overall business functions of the business. For which types of the following type of business functions are AI technologies used? B.4a1. <u>Research and development (R&D) and innovation</u>	SINGLE-SELECT ai_b4a1 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)

B.4a2. Marketing, sales and product development	SINGLE-SELECT ai_b4a2 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.4a3. Sourcing, procurement and supply chain management	SINGLE-SELECT ai_b4a3 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.4a4. Business administration (e.g., accounting, HR)	SINGLE-SELECT ai_b4a4 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.4a5. Strategic decision-making	SINGLE-SELECT ai_b4a5 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.4a6. Compliance checks and governance	SINGLE-SELECT ai_b4a6 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)

B.4a7. <u>Quality control</u>	SINGLE-SELECT ai_b4a7 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
B.5a. When did this business first start using <u>any</u> AI technologies? MONTH AND YEAR F @optioncode <= (interview_year*100 + interview_month) E ai_adopt1 == true	SINGLE-SELECT: COMBO BOX ai_b5a 202612 ☐ December 2026 202611 ☐ November 2026 202610 ☐ October 2026 202609 ☐ September 2026 202608 ☐ August 2026 202607 ☐ July 2026 202606 ☐ June 2026 202605 ☐ May 2026 202604 ☐ April 2026 202603 ☐ March 2026 202602 ☐ February 2026 202601 ☐ January 2026 202512 ☐ December 2025 202511 ☐ November 2025 202510 ☐ October 2025 202509 ☐ September 2025 And 70 other symbols [6]
Which of the following types of AI software or systems is this business using? B.6a1. <u>Online AI platforms not requiring installation (e.g., ChatGPT, Gemini)</u>	SINGLE-SELECT ai_b6a1 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6a2. <u>Open-source software or system</u> <u>S</u> E ai_adopt1 == true	SINGLE-SELECT ai_b6a2 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)

B.6a3. Commercial software or systems (e.g., Copilot). E ai_adopt1 == true	SINGLE-SELECT ai_b6a3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6a4. Custom-built AI software or systems (developed within the establishment or externally). E ai_adopt1 == true	SINGLE-SELECT ai_b6a4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6a5. Other E ai_adopt1 == true	SINGLE-SELECT ai_b6a5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6b. Is this establishment paying any fees (subscriptions, purchasing costs) for AI software or systems? E ai_adopt1 == true	SINGLE-SELECT ai_b6b 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6c. Did you, your employees or external providers develop or modify AI software or systems before using them? INTERVIEWER: READ OUT OPTIONS E ai_adopt1 == true	SINGLE-SELECT ai_b6c 01 ☐ Yes, by myself or own employees (including those employed in parent or affiliate firm) 02 ☐ Yes, by an external provider 03 ☐ No, the systems were ready to use -09 ☐ DON'T KNOW (SPONTANEOUS)
B.6d. Does this business purchase any API credits for AI technologies? I Note: API credits are tokens which allows software to make requests to an AI service. E ai_b6b == 1	SINGLE-SELECT ai_b6d 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)

D.1. Compared to other establishments that use AI technologies in your country and sector, how is this establishment positioned in terms of AI adoption, with 1 being lagging significantly, 5 average, and 10 is on the forefront?

NUMERIC: INTEGER ai_d1

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

E ai_adopt1 == true
V1 (self>=1 && self <=10) || self == -9
M1 The answer needs to be a number between 1 and 10, or "-9" in the case of "don't know".

B.7-9. TECHNOLOGY AND BUSINESS OPERATIONS

E IsAnswered(interview_start)

Does this establishment use any of the following methods for managing finance, accounting, and HR processes? B.7a1. Handwritten processes	SINGLE-SELECT fatb7a1 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.7a2. Computers with standard software such as Excel or equivalent	SINGLE-SELECT fatb7a2 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.7a3. Mobile Apps or digital platforms	SINGLE-SELECT fatb7a3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.7a4. Computers with specialized software	SINGLE-SELECT fatb7a4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.7a5. Enterprise Resource Planning (ERP) or equivalent software integrated with other back office functions I Enterprise Resource Planning without AI	SINGLE-SELECT fatb7a5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.7a6. Enterprise Resource Planning (ERP) integrated with advanced AI technologies I (e.g., Acumatica Cloud ERP, Epicor Kinetic, Oracle Fusion Cloud ERP, SAP S/4HANA Cloud, or other ERP software)	SINGLE-SELECT fatb7a6 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)

B.7a7. What is the method used most often by this establishment for managing finance, accounting, and HR processes?

INTERVIEWER: READ OUT OPTIONS

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|| (fatb7a4 == 1 && @optioncode==4) || (fatb7a5 == 1 &
& @optioncode==5) || (fatb7a6 == 1 && @op
And 32 other symbols [1]
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  fatb7a4 == 1 | fatb7a5 == 1 | fatb7a6 == 1
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SINGLE-SELECT

fatb7a7

01 ○ Handwritten processes

02 ○ Computers with standard software

03 ○ Mobile Apps or digital platforms

04 ○ Computers with specialized software

05 ○ Enterprise Resource Planning (ERP)

- ERP integrated with advanced AI technologies

-09 ☐ DON'T KNOW (SPONTANEOUS)

Does this establishment use any of the following procedures to select and manage suppliers and purchase materials and services?

B.8a1. Manual search of suppliers, including personal visit or phone calls

SINGLE-SELECT

fatb8a1

01 ☐ Yes

02 ☐ No

-09 ☐ DON'T KNOW (SPONTANEOUS)

B.8a2. Management of supply chain information using PCs, manually updated (e.g. Microsoft Excel)

SINGLE-SELECT

fatb8a2

01 ☐ Yes

02 ○ No

-09 ☐ DON'T KNOW (SPONTANEOUS)

B.8a3. Online social media, specialized Apps or digital platforms

SINGLE-SELECT

fatb8a3

01 ☐ Yes

02 ☐ No

-09 ☐ DON'T KNOW (SPONTANEOUS)

B.8a4. Supplier Relation Management (SRM) specialized software (not integrated with production planning)

SINGLE-SELECT

fatb8a4

01 ☐ Yes

02 ☐ No

-09 ☐ DON'T KNOW (SPONTANEOUS)

I Supplier Relation Management (SRM) without AI

B.8a5. <u>Supplier Relation Management (SRM) specialized software (integrated with production planning)</u> I Supplier Relation Management (SRM) without AI	SINGLE-SELECTfatb8a5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.8a6. <u>Supplier Relation Management (SRM) integrated with advanced AI technologies</u> I For example: GEP SMART, Kodiak Hub, Ivalua, SAP Ariba, Oracle Procurement Cloud, or other SRM software	SINGLE-SELECTfatb8a6 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.8a7. What is the procedure used most often by this establishment to select and manage suppliers and purchase materials and services? INTERVIEWER: READ OUT OPTIONS F (fatb8a1 == 1 && @optioncode==1) (fatb8a2 == 1 && @optioncode==2) (fatb8a3 == 1 && @optioncode==3) (fatb8a4 == 1 && @optioncode==4) (fatb8a5 == 1 && @optioncode==5) (fatb8a6 == 1 && @optioncode==6) (fatb8a7 == 1 && @optioncode==7) (fatb8a8 == 1 && @optioncode==8) (fatb8a9 == 1 && @optioncode==9) (fatb8a10 == 1 && @optioncode==10) (fatb8a11 == 1 && @optioncode==11) (fatb8a12 == 1 && @optioncode==12) (fatb8a13 == 1 && @optioncode==13) (fatb8a14 == 1 && @optioncode==14) (fatb8a15 == 1 && @optioncode==15) (fatb8a16 == 1 && @optioncode==16) (fatb8a17 == 1 && @optioncode==17) (fatb8a18 == 1 && @optioncode==18) (fatb8a19 == 1 && @optioncode==19) (fatb8a20 == 1 && @optioncode==20) (fatb8a21 == 1 && @optioncode==21) (fatb8a22 == 1 && @optioncode==22) (fatb8a23 == 1 && @optioncode==23) (fatb8a24 == 1 && @optioncode==24) (fatb8a25 == 1 && @optioncode==25) (fatb8a26 == 1 && @optioncode==26) (fatb8a27 == 1 && @optioncode==27) (fatb8a28 == 1 && @optioncode==28) 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SINGLE-SELECT

01 ☐ Yes

B.8a6. Supplier Relation Management (SRM) integrated with advanced AI technologies

SINGLE-SELECT

01 ☐ Yes

B.8a7. What is the procedure used most often by this establishment to select and manage suppliers and purchase materials and services?

SINGLE-SELECT

01 ○ Manual search of suppliers, including personal visit or phone calls

INTERVIEWER: READ OUT OPTIONS

```
E fatb8a1 == 1 | fatb8a2 == 1 | fatb8a3 == 1 |
  fatb8a4 == 1 | fatb8a5 == 1 | fatb8a6 == 1
```

Does this establishment uses any of the following methods to collect and analyze information from customers for marketing purposes or product development? B.9a1. Face-to-face chat	SINGLE-SELECT fat_b9a1 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a2. Online chat (e.g. Whatsapp or Internet)	SINGLE-SELECT fat_b9a2 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a3. Chatbots driven by AI	SINGLE-SELECT fat_b9a3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a4. Structured surveys by phone, face-to-face, online, or focus groups	SINGLE-SELECT fat_b9a4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a5. Customer Relationship Management software (CRM) or equivalent specialized software I Customer Relationship Management software (CRM) without AI	SINGLE-SELECT fat_b9a5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a6. Customer Relationship Management software (CRM) integrated with advanced AI technologies I For example: Hubspot, Salesforce, Pipedrive, and Zoho.	SINGLE-SELECT fat_b9a6 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
B.9a7. Big data Analytics or Machine learning algorithms (Artificial Intelligence) with Big Data	SINGLE-SELECT fat_b9a7 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)

B.9a8. What is the method used most often by this establishment to collect and analyze information from customers?

INTERVIEWER: READ OUT OPTIONS

```
F (fat_b9a1 == 1 && @optioncode==1) || (fat_b9a2 == 1 && @optioncode==2) || (fat_b9a3 == 1 && @optioncode==3) || (fat_b9a4 == 1 && @optioncode==4) || (fat_b9a5 == 1 && @optioncode==5) || (fat_b9a6 == 1
And 76 other symbols [3]
E fat_b9a1 == 1 | fat_b9a2 == 1 | fat_b9a3 == 1 | fat_b9a4 == 1 | fat_b9a5 == 1 | fat_b9a6 == 1 | fat_b9a7 == 1
```

SINGLE-SELECTfat_b9a8

01

☐ Face-to-face chat

02

☐ Online chat (e.g. WhatsApp or Internet)

03

☐ Chatbots driven by AI

04

☐ Structured customer surveys by phone, face-to-face, online, or focus groups

05

☐ Customer Relationship Management software (CRM) or other equivalent specialized software

06

☐ Customer Relationship Management software (CRM) integrated with advanced AI technologies

07

☐ Big data Analytics or Machine learning algorithms (Artificial Intelligence) with Big Data

-09

☐ DON'T KNOW (SPONTANEOUS)

C. AI AND JOBS

E IsAnswered(interview_start)

A.1. How many paid workers (full-time and part-time) does this establishment have currently? I Please include all employees and managers. Note: include the interviewee if applicable V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER e1a ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
What is the number of workers in each of the following categories? A.2a. <u>Managers</u> I includes both top and middle management V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know. V2 \$a2sum M2 Responses must sum to total number of workers %e1a%. Unless two or more responses are DON'T KNOW, the response can be provided. If partial sum is equal to total number of workers %e1a%, all other responses must be 0.	NUMERIC: INTEGER ai_a2a ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
A.2b. <u>Professionals, Technicians and Associate Professionals</u> I includes science and engineering professionals, health professionals (doctors/nurses), software developers, teachers, finance and administration and legal professionals. V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know. V2 \$a2sum M2 Responses must sum to total number of workers %e1a%. Unless two or more responses are DON'T KNOW, the response can be provided. If partial sum is equal to total number of workers %e1a%, all other responses must be 0.	NUMERIC: INTEGER ai_a2b ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)

A.2c. Clerical Support and Sales Worker

S

I includes secretaries, customer service agents

V1 (self>=0) || self == -9

M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.

V2 \$a2sum

M2 Responses must sum to total number of workers %e1a%. Unless two or more responses are DON'T KNOW, the response can be provided. If partial sum is equal to total number of workers %e1a%, all other responses must be 0.

NUMERIC: INTEGER

ai_a2c

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

A.2d. Other

I Includes personal service workers (e.g., waiters, hairdressers) and personal care workers, cleaning, maintenance, delivery For example: Service Workers, Craft and Trade Workers, Plant operators, Elem [And 18 other symbols \[1\]](#)

V1 (self>=0) || self == -9

M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.

V2 \$a2sum

M2 Responses must sum to total number of workers %e1a%. Unless two or more responses are DON'T KNOW, the response can be provided. If partial sum is equal to total number of workers %e1a%, all other responses must be 0.

NUMERIC: INTEGER

ai_a2d

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

Due to the adoption of AI technologies within this establishment, did this establishment:

C.1a1. Hire new workers

E ai_adopt1 == true

SINGLE-SELECT

ai_c1a1

01 ☐ Yes
02 ☐ No
-07 ☐ DOES NOT APPLY (SPONTANEOUS)
-09 ☐ DON'T KNOW (SPONTANEOUS)

C.1a2. Laid off workers

E ai_adopt1 == true

SINGLE-SELECT

ai_c1a2

01 ☐ Yes
02 ☐ No
-07 ☐ DOES NOT APPLY (SPONTANEOUS)
-09 ☐ DON'T KNOW (SPONTANEOUS)

C.1a3. Slowed or froze hiring

E ai_adopt1 == true

SINGLE-SELECT

ai_c1a3

01 ☐ Yes
02 ☐ No
-07 ☐ DOES NOT APPLY (SPONTANEOUS)
-09 ☐ DON'T KNOW (SPONTANEOUS)

C.1a4. <u>Re-assigned workers to different tasks or positions</u> E ai_adopt1 == true	SINGLE-SELECT ai_c1a4 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1c. What is the main type of occupation where this establishment either have laid off workers, slowed or frozen hiring for, due to the adoption of AI technologies? INTERVIEWER: READ OUT OPTIONS E ai_c1a2==1 ai_c1a3==1	SINGLE-SELECT ai_c1c 01 ☐ Managers 02 ☐ Professionals, Technicians and Associate Professionals 03 ☐ Clerical Support and Sales Workers 04 ☐ Other (service workers, craft/trade workers, plant operators, elementary occupations) -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1d. What is the main type of occupation for which this establishment hired workers due to the adoption of AI technologies? INTERVIEWER: READ OUT OPTIONS E ai_c1a1==1	SINGLE-SELECT ai_c1d 01 ☐ Managers 02 ☐ Professionals, Technicians and Associate Professionals 03 ☐ Clerical Support and Sales Workers 04 ☐ Other (service workers, craft/trade workers, plant operators, elementary occupations) -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1e. What percentage of the existing workers have had tasks or positions reassigned due to the adoption of AI technologies? E ai_c1a4 == 1 V1 (self>=0 && self <=100) self == -9 M1 Percent must be between 0 and 100.	NUMERIC: INTEGER ai_c1e ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)

C.1f. Did this establishment provide any training to workers related to the adoption or implementation of AI technologies?

SINGLE-SELECT

ai_c1f

- 01 ☐ Yes
- 02 ☐ No
- 09 ☐ DON'T KNOW (SPONTANEOUS)

C.1g. What was the main goal of the training?

SINGLE-SELECT

ai_c1g

INTERVIEWER: READ OUT OPTIONS

E ai_c1f == 1

- 01 ☐ To help workers learn skills to do their current job better
- 02 ☐ To help workers learn skills to grow in their current career
- 03 ☐ To help workers learn skills for a completely new job
- 04 ☐ None of these
- 05 ☐ Other
- 09 ☐ DON'T KNOW (SPONTANEOUS)

C.1h. Within the last 3 months, has this establishment attempted to hire or looked for any workers with AI-related skills?

SINGLE-SELECT

ai_c1h

- 01 ☐ Yes
- 02 ☐ No
- 07 ☐ DOES NOT APPLY (SPONTANEOUS)
- 09 ☐ DON'T KNOW (SPONTANEOUS)

Which of the following skills did the establishment looking for?

C.1i1. Strategic or analytical skills

I For example: using AI for business planning or decision-making

E ai_c1h == 1

SINGLE-SELECT

ai_c1i1

- 01 ☐ Yes
- 02 ☐ No
- 09 ☐ DON'T KNOW (SPONTANEOUS)

C.1i2. Developer AI skills

I For example: building AI models or programming AI systems

E ai_c1h == 1

SINGLE-SELECT

ai_c1i2

- 01 ☐ Yes
- 02 ☐ No
- 09 ☐ DON'T KNOW (SPONTANEOUS)

C.1i3. <u>Applied AI skills</u>	SINGLE-SELECT ai_c1i3 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1i4. <u>Data security or responsible AI use</u>	SINGLE-SELECT ai_c1i4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1i5. <u>Cloud technology skills</u>	SINGLE-SELECT ai_c1i5 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1i6. <u>Data visualization or statistical analysis</u>	SINGLE-SELECT ai_c1i6 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
C.1i7. <u>Other AI related skills</u>	SINGLE-SELECT ai_c1i7 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)

E. CONSTRAINTS ON USE OF AI

E IsAnswered(interview_start)

E.1. What is the main reason this establishment does not use Artificial Intelligence (AI) for business purposes?

INTERVIEWER: READ OUT OPTIONS

E ai_adopt_no == true

SINGLE-SELECT

ai_e1

01

☐ Too expensive

02

☐ Lack of knowledge

03

☐ Concerns about privacy or security

04

☐ Lack of skilled workforce

05

☐ Lack of data

06

☐ Laws and regulations preventing or restricting the use of AI

07

☐ Previous or current use of AI did not meet expectations

08

☐ Other

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

E.2. What is the main constraint to increasing the use of AI technologies in this establishment?

INTERVIEWER: READ OUT OPTIONS

E ai_adopt_no == false || ai_adopt1 == true

SINGLE-SELECT

ai_e2

01

☐ Too expensive

02

☐ Lack of knowledge

03

☐ Concerns about privacy or security

04

☐ Lack of skilled workforce

05

☐ Lack of data

06

☐ Laws and regulations prevent or restrict use of AI

07

☐ Previous or current use of AI did not meet expectations

08

☐ Other

-07

☐ DOES NOT APPLY (SPONTANEOUS)

-09

☐ DON'T KNOW (SPONTANEOUS)

F. EXPECTATIONS ABOUT AI

E IsAnswered(interview_start)

F.1. In three years, is it expected that the number of employees will? INTERVIEWER: READ OUT OPTIONS	SINGLE-SELECT ai_f1a1 01 ☐ Remain the same 02 ☐ Increase 03 ☐ Decrease -09 ☐ DON'T KNOW (SPONTANEOUS)
F.1a1. Increase by what percentage? E ai_f1a1 == 2 V1 (self>=0) self == -9 M1 The answer must be a percentage, or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER ai_f1a2 ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
F.1a2. Decrease by what percentage? E ai_f1a1 == 3 V1 (self>=0 && self <=100) self == -9 M1 The answer must be a percentage between 0 and 100 (inclusive), or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER ai_f1a3 ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
F.1b. Approximately what percentage of workers in this establishments will have to be reskilled over the next 3 years as a result of AI adoption? V1 (self>=0 && self <=100) self == -9 M1 The answer must be a percentage between 0 and 100 (inclusive), or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER ai_f1b ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)

STATIC TEXT

INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

For the next question, consider how AI technologies can change this establishment's sales, while keeping the workforce size the same.

F.2a. In three years, keeping the current workforce size, is it expected that this establishment's sales will?

INTERVIEWER: READ OUT OPTIONS

SINGLE-SELECT

ai_f2a1

01

☐

Remain the same

02

☐

Increase

03

☐

Decrease

-09

☐

DON'T KNOW (SPONTANEOUS)

F.2a1. Increase by what percentage?

NUMERIC: INTEGER

ai_f2a2

SPECIAL VALUES

-09

DON'T KNOW (SPONTANEOUS)

F.2a2. Decrease by what percentage?

NUMERIC: INTEGER

ai_f2a3

SPECIAL VALUES

-09

DON'T KNOW (SPONTANEOUS)

STATIC TEXT

INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Consider a scenario where AI technology develops more rapidly over the next three years.

F.2b. In three years, keeping the current workforce size with rapid advancement of AI, is it expected that this establishment's sales will?

INTERVIEWER: READ OUT OPTIONS

SINGLE-SELECT

ai_f2b1

01

☐

Remain the same

02

☐

Increase

03

☐

Decrease

-09

☐

DON'T KNOW (SPONTANEOUS)

F.2b1. Increase by what percentage?

NUMERIC: INTEGER

ai_f2b2

SPECIAL VALUES

-09

DON'T KNOW (SPONTANEOUS)

F.2b2. Decrease by what percentage?

NUMERIC: INTEGER

ai_f2b3

SPECIAL VALUES

-09 DON'T KNOW (SPONTA
NEOUS)

STATIC TEXT

INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, consider a scenario where AI technology develops more slowly.

F.2c. In three years, keeping the current workforce size with slower advancement of AI, is it expected that this establishment's sales will?

SINGLE-SELECT

ai_f2c1

01 ☐ Remain the same
02 ☐ Increase
03 ☐ Decrease
-09 ☐ DON'T KNOW (SPONTANEOUS)

INTERVIEWER: READ OUT OPTIONS

F.2c1. Increase by what percentage?

NUMERIC: INTEGER

ai_f2c2

SPECIAL VALUES

-09 DON'T KNOW (SPONTA
NEOUS)

F.2c2. Decrease by what percentage?

NUMERIC: INTEGER

ai_f2c3

SPECIAL VALUES

-09 DON'T KNOW (SPONTA
NEOUS)

G. POLICIES

E IsAnswered(interview_start)

Which of the following policies could increase this establishment's use of AI technologies?

[G.1a. Better digital infrastructure](#)

SINGLE-SELECT

ai_g1a

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

[G.1b. Training the current workforce](#)

SINGLE-SELECT

ai_g1b

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

[G.1c. Improved access to financial loans](#)

SINGLE-SELECT

ai_g1c

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

[G.1d. Financial subsidies](#)

SINGLE-SELECT

ai_g1d

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

[G.1e. Change in regulations around AI](#)

SINGLE-SELECT

ai_g1e

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

[G.1e. Better skills of university graduates](#)

SINGLE-SELECT

ai_g1f

- 01 ☐ Yes
 02 ☐ No
 -09 ☐ DON'T KNOW (SPONTANEOUS)

H. LABOR UTILIZATION

E IsAnswered(interview_start)

H.1. On a typical workday, what percent of time do this establishment's employees spend waiting for customers, inputs such as raw materials or electricity, machines to become available, or instructions from management before they can proceed with their tasks?

V1 (self>=0 && self <=100) || self == -9
M1 The answer must be a percentage between 0 and 100 (inclusive), or "-9" in the case the survey respondent does not know.

NUMERIC: INTEGER jobs_h1

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

H.2. What is the main reason this establishment's employees spend some time waiting or idle?

INTERVIEWER: READ OUT OPTIONS

E jobs_h1 > 0 || jobs_h1 == -9

SINGLE-SELECT jobs_h2

01 ☐ Lack of customers

02 ☐ Supply chain issues, such as lack of raw materials

03 ☐ Electricity and fuel problems

04 ☐ Waiting for other workers to finish their tasks

05 ☐ Bottlenecks in production

06 ☐ Other

-09 ☐ DON'T KNOW (SPONTANEOUS)

H.3. What percent of this establishment's workers would like to work more hours or more days than it's currently can offer them because of insufficient work available?

V1 (self>=0 && self <=100) || self == -9
M1 The answer must be a percentage between 0 and 100 (inclusive), or "-9" in the case the survey respondent does not know.

NUMERIC: INTEGER jobs_h3

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

H.4. Can this establishment handle a 20% increase in production or service demand without the need to hire additional staff?	SINGLE-SELECT jobs_h4 01 ☐ Yes 02 ☐ No -09 ☐ DON'T KNOW (SPONTANEOUS)
H.5. Is this establishment currently unable to meet all the demand because it cannot find enough workers to hire?	SINGLE-SELECT jobs_h5 01 ☐ Yes 02 ☐ No -07 ☐ DOES NOT APPLY (SPONTANEOUS) -09 ☐ DON'T KNOW (SPONTANEOUS)
Consider the month with the <u>highest</u> sales in the last year. H.6a. What were total sales in that month? I Amount in Local Currency Units V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER jobs_h6a ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
H.6b. How many workers worked in this establishment in that month? V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.	NUMERIC: INTEGER jobs_h6b ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
Now consider the month with the <u>lowest</u> sales in the last year. H.7a. What were total sales in that month? I Amount in Local Currency Units V1 (self>=0) self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know. V2 self<=jobs_h6a self==-9 jobs_h6a==-9 M2 Sales in the lowest month cannot be higher than the highest month (H.6a).	NUMERIC: INTEGER jobs_h7a ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)

H.7b. How many workers worked in this establishment in that month?

NUMERIC: INTEGER

jobs_h7b

- V1 (self>=0) || self == -9
- M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know.

SPECIAL VALUES

-09 DON'T KNOW (SPONTANEOUS)

I. WORKER SURVEY

E IsAnswered(interview_start)

I.1. How many workers in this establishment work full or part-time on administrative or operational tasks such as payroll, payments, accountancy, finance and supply chain management? V1 self >= 0 self == -9 M1 The answer must be a number that is zero or higher, or "-9" in the case the survey respondent does not know. V2 self <= e1a self == -9 e1a == -9 M2 The number of workers engaged in administrative and operation tasks cannot be greater than the total number of workers.	NUMERIC: INTEGER i1a ----- SPECIAL VALUES -09 DON'T KNOW (SPONTANEOUS)
--	--

STATIC TEXT

INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

We have come to the end of the survey. Before we conclude, we would like to understand how workers allocate their time and use technologies across different tasks.

For this purpose, we would like to conduct a follow-up with a 10 minute online survey of your employees working primarily in administrative tasks. We can send you a link that we would ask you to forward to your workers.

I.2. Do we have a permission send you the link and for you to forward to your workers?	SINGLE-SELECT i1b 01 ☐ Yes 02 ☐ No
Thank you so much for your support in this follow-up survey. Would you like the survey link to be sent to you by: E i1b == 1	SINGLE-SELECT i2a 01 ☐ E-mail 02 ☐ Phone or WhatsApp
What is the e-mail address where we can send the link? E i2a == 1 V1 self.IsValidEmail() M1 Enter a valid email address.	TEXT i2b1 -----
What is the phone number or WhatsApp where we can send the link? E i2a == 2	TEXT i2b2 -----

STATIC TEXT

INTERVIEWER: SEND THE FOLLOWING LINK TO THE RESPONDENT

STATIC TEXT

%worker_survey_link%

STATIC TEXT

INTERVIEWER: READ THE FOLLOWING
I have send the survey link and we will be very grateful if you could forward it a few of your workers.
Thank you very much for your time and have a great day.

Record end time of the survey	DATE: CURRENT TIME MM/DD/YYYY	endtime
-------------------------------	---	---------

APPENDIX A — INSTRUCTIONS

[1] [ai_a2d: A.2d. <u>Other</u>](#)

Includes personal service workers (e.g., waiters, hairdressers) and personal care workers, cleaning, maintenance, delivery For example: Service Workers, Craft and Trade Workers, Plant operators, Elementary Occupations

APPENDIX B — CATEGORIES

[1] Y_N

Categories: 1:Yes, 2:No

[2] Y_N_D

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

[3] Y_N_D_NA

Categories: 1:Yes, 2:No, -7:DOES NOT APPLY (SPONTANEOUS), -9:DON'T KNOW (SPONTANEOUS)

[4] S_I_D_D

Categories: 1:Remain the same, 2:Increase, 3:Decrease, -9:DON'T KNOW (SPONTANEOUS)

[5] ai_b5b: B.5b. <u>When did this business first start using <u>AI chatbots or agents</u>?</u>

MONTH AND YEAR

Categories: 202612:December 2026, 202611:November 2026, 202610:October 2026, 202609:September 2026, 202608:August 2026, 202607:July 2026, 202606:June 2026, 202605:May 2026, 202604:April 2026, 202603:March 2026, 202602:February 2026, 202601:January 2026, 202512:December 2025, 202511:November 2025, 202510:October 2025, 202509:September 2025, 202508:August 2025, 202507:July 2025, 202506:June 2025, 202505:May 2025, 202504:April 2025, 202503:March 2025, 202502:February 2025, 202501:January 2025, 202412:December 2024, 202411:November 2024, 202410:October 2024, 202409:September 2024, 202408:August 2024, 202407:July 2024, 202406:June 2024, 202405:May 2024, 202404:April 2024, 202403:March 2024, 202402:February 2024, 202401:January 2024, 202312:December 2023, 202311:November 2023, 202310:October 2023, 202309:September 2023, 202308:August 2023, 202307:July 2023, 202306:June 2023, 202305:May 2023, 202304:April 2023, 202303:March 2023, 202302:February 2023, 202301:January 2023, 202212:December 2022, 202211:November 2022, 202210:October 2022, 202209:September 2022, 202208:August 2022, 202207:July 2022, 202206:June 2022, 202205:May 2022, 202204:April 2022, 202203:March 2022, 202202:February 2022, 202201:January 2022, 202112:December 2021, 202111:November 2021, 202110:October 2021, 202109:September 2021, 202108:August 2021, 202107:July 2021, 202106:June 2021, 202105:May 2021, 202104:April 2021, 202103:March 2021, 202102:February 2021, 202101:January 2021, 202012:December 2020, 202011:November 2020, 202010:October 2020, 202009:September 2020, 202008:August 2020, 202007:July 2020, 202006:June 2020, 202005:May 2020, 202004:April 2020, 202003:March 2020, 202002:February 2020, 202001:January 2020, 2019:2019 or Earlier, -9:DON'T KNOW (SPONTANEOUS)

[6] ai_b5a: B.5a. When did this business first start using <u>any</u> AI technologies?

MONTH AND YEAR

Categories: 202612:December 2026, 202611:November 2026, 202610:October 2026, 202609:September 2026, 202608:August 2026, 202607:July 2026, 202606:June 2026, 202605:May 2026, 202604:April 2026, 202603:March 2026, 202602:February 2026, 202601:January 2026, 202512:December 2025, 202511:November 2025, 202510:October 2025, 202509:September 2025, 202508:August 2025, 202507:July 2025, 202506:June 2025, 202505:May 2025, 202504:April 2025, 202503:March 2025, 202502:February 2025, 202501:January 2025, 202412:December 2024, 202411:November 2024, 202410:October 2024, 202409:September 2024, 202408:August 2024, 202407:July 2024, 202406:June 2024, 202405:May 2024, 202404:April 2024, 202403:March 2024, 202402:February 2024, 202401:January 2024, 202312:December 2023, 202311:November 2023, 202310:October 2023, 202309:September 2023, 202308:August 2023, 202307:July 2023, 202306:June 2023, 202305:May 2023, 202304:April 2023, 202303:March 2023, 202302:February 2023, 202301:January 2023, 202212:December 2022, 202211:November 2022, 202210:October 2022, 202209:September 2022, 202208:August 2022, 202207:July 2022, 202206:June 2022, 202205:May 2022, 202204:April 2022, 202203:March 2022, 202202:February 2022, 202201:January 2022, 202112:December 2021, 202111:November 2021, 202110:October 2021, 202109:September 2021, 202108:August 2021, 202107:July 2021, 202106:June 2021, 202105:May 2021, 202104:April 2021, 202103:March 2021, 202102:February 2021, 202101:January 2021, 202012:December 2020, 202011:November 2020, 202010:October 2020, 202009:September 2020, 202008:August 2020, 202007:July 2020, 202006:June 2020, 202005:May 2020, 202004:April 2020, 202003:March 2020, 202002:February 2020, 202001:January 2020, 2019:2019 or Earlier, -9:DON'T KNOW (SPONTANEOUS)

APPENDIX C — VARIABLES

[1] **success:**

```
call_result1 == 1 || call_result2 == 1 || call_result3 == 1 || call_result4 == 1 || call_result5 == 1 || call_result6 == 1 ||  
call_result7 == 1 || call_result8 == 1 || call_result9 == 1 || call_result10 == 1
```

[2] **discontinued:**

```
call_result1 == 620 || call_result2 == 620 || call_result3 == 620 || call_result4 == 620 || call_result5 == 620 ||  
call_result6 == 620 || call_result7 == 620 || call_result8 == 620 || call_result9 == 620 || call_result10 == 620
```

[3] **eligibility_code:**

```
(success == true)? 1 : (discontinued == true)? 620 : (call_result10==91)? 91: (call_result10==95)? 91: (call_result10==92)?  
92: (call_result10==93)? 93: (call_result10==94)? 94: (call_result10==10)? 10: (call_result10==11)? 11: 14
```

APPENDIX D — CATEGORIES FILTERS

- [1] fatb7a7: B.7a7. What is the method used most often by this establishment for managing finance, accounting, and HR processes?

INTERVIEWER: READ OUT OPTIONS
(fatb7a1 == 1 && @optioncode==1) || (fatb7a2 == 1 && @optioncode==2) || (fatb7a3 == 1 && @optioncode==3) ||
(fatb7a4 == 1 && @optioncode==4) || (fatb7a5 == 1 && @optioncode==5) || (fatb7a6 == 1 && @optioncode==6) ||
@optioncode == -9
- [2] fatb8a7: B.8a7. What is the procedure used most often by this establishment to select and manage suppliers and purchase materials and services?

INTERVIEWER: READ OUT OPTIONS
(fatb8a1 == 1 && @optioncode==1) || (fatb8a2 == 1 && @optioncode==2) || (fatb8a3 == 1 && @optioncode==3) ||
(fatb8a4 == 1 && @optioncode==4) || (fatb8a5 == 1 && @optioncode==5) || (fatb8a6 == 1 && @optioncode==6) ||
@optioncode == -9
- [3] fat_b9a8: B.9a8. What is the method used most often by this establishment to collect and analyze information from customers?

INTERVIEWER: READ OUT OPTIONS
(fat_b9a1 == 1 && @optioncode==1) || (fat_b9a2 == 1 && @optioncode==2) || (fat_b9a3 == 1 && @optioncode==3) ||
(fat_b9a4 == 1 && @optioncode==4) || (fat_b9a5 == 1 && @optioncode==5) || (fat_b9a6 == 1 && @optioncode==6) ||
(fat_b9a7 == 1 && @optioncode==7) || @optioncode == -9

LEGEND

Legend and structure of information in this file

Name of section		Type of question, scope		Variable name
Enabling condition for this section		Answer options		
Question title				
SECTION 5: OTHER INCOME SOURCES				
E s4_other_sources_which.Contains(98)				
Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur?		MULTI-SELECT SCOPE: PREFILLED		s4_rel_leaders_other
I This refers to family relations E s3_time_other > 0 V1 s4_rel_leaders_which.Contains(98) M1 Can not be itself V2 (s3_time_other_breeding_advice <= (50 - s3_time_art_insem_advice)) s3_time_other_breeding_advice == 0 M2 This person is not in the list F optioncode != s5_ignored_option_code		01 ☐ Community animal health workers 02 ☐ Private 03 ☐ Government 04 ☐ Livestock keepers association 05 ☐ NGO And 5 other [13]		
Additional information: "I" – Question instruction "E" – Enabling condition "V1" – Validation condition N°1 "M1" – Message for validation N°1 "F" – Filter in Categorical questions		Link to full set in appendix		

Breadcrumbs	
Type or roster	Roster Title
CHAPTER 3 IDENTIFICATION / Roster: generated by fixed list:	LEADER RELATION DETAILS
01 Ward Livestock Officer	
02 Village Livestock Officer	
99 Other (specify)	
List items	