

Your QUESTIONNAIRE NUMBER  
 RECORD NUMBER  
 PREFERENCE NUMBER


**THE WORLD BANK**  
 Zimbabwe Enterprise Survey  
 Manufacturing Module (2011)  
 Module B (without show cards for innovation)

GPS Coordinates				SPLIT BALLOT		
Latitude	<b>poslat</b>	N	S	<b>lat</b>	A (with cards)	
Longitude	<b>poslon</b>	E	W	<b>lon</b>	B (without cards)	2 <b>cards</b>

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Manufacturing	1

<b>A.1 Country</b>
<b>a1</b>

<b>A.1a Language</b>
<b>a1a</b>

<b>A.2</b>	<b>Sampling Region a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

<b>A.3a</b>	<b>Screener Region (coded ex post) a3a</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

<b>A.3x Name of city/town/village</b>
<b>a3x</b>

<b>A.3b Is this city the official capital city? a3b</b>	
Yes	1
No	2

<b>A.3c Is this city the main business city? a3c</b>	
Yes	1
No	2

<b>A.3 Size of locality a3</b>	
City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

<b>A.4 Industry</b>	<b>Sampling sector a4a</b>	<b>Screener sector a4b</b>	
<b>Manufacturing :Section D</b>	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
Transport machines (34&35)	34	34	
Furniture	36	36	
Recycling	37	37	
<b>Retail</b>	<b>Retail</b>	52	52
<b>Other Services</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: (sec. H)	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
Transport Section I: (60-64)	60	60	

**A.5 Sector match between screener information and sample frame** **a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities that match sample frame	2
No, does not match	3

**A.12 Interviewer code** **a12**

**A.13 Supervisor code** **a13**

**A.6 Size**

	<b>Sampling size</b> <b>a6a</b>	<b>Screener Size</b> <b>a6b</b>
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

**A.7 Establishment is part of a larger firm** **a7**

Yes	1
No, a firm on its own	2

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
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**A.8 Type of establishment** **a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.9 Are establishment's financial statements prepared separately from HQ's statements?** **a9**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?**

**a10**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11 If HQ, are financial statements independent from the rest of establishments?** **a11**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.14 Time face-to-face interview begins:**

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

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

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

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

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

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

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

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

**SKIP TO B.2**

**b1**

**B.3** What percentage of this firm does the largest owner or owners own?

	<b>Percent</b>
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**IF 100% END INTERVIEW**

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

**B.4** Amongst the owners of the firm, are there any females?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b4**

**ZBB.4** Does this firm have subsidiaries outside Zimbabwe?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBb4**

**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	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

	Number
Full-time employees at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.6a** Was this establishment formally registered when it began operations?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

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

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

**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	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.7a** Is the Top Manager female?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7a**

**B.8** Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: SOME EXAMPLES ARE ISO 9000, 9002, OR 140000, OR HACCP)**

Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b8**

**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations in fiscal year 2010.

**C.3** Over the last two years, did this establishment submit an application to obtain an electrical connection?

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

**c3**

**C.4** In reference to that application for an electrical connection, 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	<b>c4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.5** In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**c5**

**C.6** Over fiscal year 2010, did this establishment experience power outages?

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

**c6**

**C.7** In a typical month, over fiscal year 2010, how many power outages did this establishment experience?

	Number	
Average number of power outages per month	<b>c7</b>	<i>IF 0, GO TO QUESTION C.10</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

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

	Hours
Average duration of power outages	<b>c8</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	<b>c9a %</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	US \$
Annual losses due to power outages	<b>c9b</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.10** Over the course of fiscal year **2010**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c10**

**C.11** In fiscal year **2010**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

**C.12** Over the last two years, did this establishment submit an application to obtain a water connection?

Yes	1	<b>GO TO QUESTION C.15</b> <b>GO TO QUESTION C.15</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c12**

**C.13** In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANENOUS)</b>	<b>-8</b>	
		<b>c14</b>

**C.15** Over fiscal year **2010**, did this establishment experience insufficient water supply for production?

Yes	1	
No	2	<i>GO TO QUESTION C.18</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.18</i>
		<b>c15</b>

**C.16** In a typical month, over fiscal year **2010**, how many incidents of insufficient water supply did this establishment experience?

	<b>Number</b>	
Average number of incidents of water insufficiency per month	<b>c16</b>	<i>IF 0, GO TO QUESTION C.18</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**C.17** How long did these incidents of insufficient water supply last on average?

	<b>Hours</b>
Average duration of insufficient water supply	<b>c17</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.18** In fiscal year **2010**, what percentage of this establishment's water supply, used in the production process, was from public sources?

	<b>Percent</b>
Water from public sources	<b>c18 %</b>
<b>NONE</b>	<b>0</b>

**C.19** Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.22a**  
**GO TO QUESTION C.22a**

**c19**

**C.20** In reference to that application for a telephone connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	<b>Days</b>
Wait for telephone connection	<b>c20</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.21** In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**c21**

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

**C.22b** At the present time, does this establishment have its own website?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

**C.23** Does this establishment have a high-speed Internet connection on its premises?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.28**  
**GO TO QUESTION C.28**

**c23**

**C.24** Is this establishment's Internet connection used to:

					<b>(SPONTANEOUS)</b>	
<b>INTERVIEWER: READ EACH OPTION ALOUD</b>			<b>Yes</b>	<b>No</b>	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Make purchases for this establishment	<b>c24b</b>		1	2	<b>-9</b>	<b>-7</b>
Sell and market products	<b>c24f</b>		1	2	<b>-9</b>	<b>-7</b>
Do research and develop ideas on new products and services	<b>c24d</b>		1	2	<b>-9</b>	<b>-7</b>

**C.28** Does this establishment currently use cell phones for the operations of the establishment?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c28**

**C.30** Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? **SHOW CARD 3**

Using the response options on the card; To what degree is **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 3**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Electricity	<b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Telecommunications	<b>c30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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 **2010**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?

Description
<b>d1a1x</b>

**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

**D.1a2** **CODE THE MAIN PRODUCT OF THIS ESTABLISHMENT FOLLOWING ISIC CODES REV. 3.1**

	Code
Code of main product	<b>d1a2</b>

**D.1a3** What percentage of total sales does the main product represent?

	Percent
Percentage of sales represented by main product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PLEASE NOTE THAT THE FOLLOWING QUESTION REFER TO TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In fiscal year **2010**, what were this establishment's total annual sales for **ALL** products and services?

	US \$
Last complete fiscal year's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>d2x</b>

**ZBN.3** Could you estimate, in **US \$**, what were the total annual sales for this establishment three fiscal years ago, in fiscal year **2008**?

	US \$
Total annual sales three years ago	<b>n3</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW / ANABLE TO ESTIMATE (SPONTANEOUS)</b>	<b>-9</b>

**D.3** In fiscal year **2010**, what percentage of this establishment's sales were: **SHOW CARD 4**  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR ON THE TABLE)**

	Percent	DON'T KNOW (SPONTANEOUS)
National sales	<b>d3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>
Direct exports	<b>d3c</b> %	<b>-9</b>
	<b>100%</b>	

*IF 100, GO TO QUESTION D.10*

*IF 100, GO TO QUESTION D.8*

*IF 0, GO TO QUESTION D.8*

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

**D.4** In fiscal year **2010**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**ZBD.4** When dealing with customs in the process of exporting goods directly, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**ZBd4**

**D.6** In fiscal year **2010**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	<b>d6</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.7** In fiscal year **2010**, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of the value of the products	<b>d7</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**ZBD.7** Which of the following constitutes an obstacle to the growth of this establishment's exports?

<b>INTERVIEWER: READ EACH OPTION ALOUD</b>		Yes	No	<b>(SPONTANEOUS)</b>	
				<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Lack of foreign demand for its products	<b>ZBd7a</b>	1	2	<b>-9</b>	<b>-7</b>
High costs of transport	<b>ZBd7b</b>	1	2	<b>-9</b>	<b>-7</b>
Red tape in customs	<b>ZBd7c</b>	1	2	<b>-9</b>	<b>-7</b>
Insufficient production capacity to expand exports	<b>ZBd7d</b>	1	2	<b>-9</b>	<b>-7</b>
Lack of financing mechanisms to sell abroad	<b>ZBd7e</b>	1	2	<b>-9</b>	<b>-7</b>
Non-price restrictions on foreign markets	<b>ZBd7f</b>	1	2	<b>-9</b>	<b>-7</b>
Lack of knowledge of foreign markets	<b>ZBd7g</b>	1	2	<b>-9</b>	<b>-7</b>
Any other. Specify _____ <b>ZBd7hx</b> _____	<b>ZBd7h</b>	1	2	<b>-9</b>	<b>-7</b>

**D.8** In which year did this establishment first export directly or indirectly?

	<b>Year</b>
Began exporting directly or indirectly	<b>d8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBD.8** In fiscal year **2010**, what was the value of this establishment's total annual exports, direct and indirect?

	<b>US \$</b>
Value of total exports	<b>ZBd8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBD8.a** In fiscal year **2010**, what percentage of this establishment's annual exports, direct or indirect, were to: **SHOW CARD 5**

Region	% of total export	DON'T KNOW (SPONTANEOUS)
SADC	ZBd8a1	-9
Other African Countries	ZBd8a2	-9
EU	ZBd8a3	-9
Asia	ZBd8a4	-9
Australia	ZBd8a5	-9
USA	ZBd8a6	-9
Other regions	ZBd8a7	-9
	100%	

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

**ZBD8.b** In fiscal year **2010**, what percentage of this establishment's annual exports, direct or indirect, was directed to the COMESA area?

Region	% of total export
COMESA	ZBd8b
DON'T KNOW (SPONTANEOUS)	-9

**D.10** In fiscal year **2010**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

**D.11** In fiscal year **2010**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

**D.12** In fiscal year **2010**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 6**

	Percent	DON'T KNOW (SPONTANEOUS)
Material inputs or supplies of domestic origin	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION D.16**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year **2010**, imported directly?

Yes	1	
No	2	<b>GO TO QUESTION D.16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION D.16</b>
		<b>d13</b>

**ZBD.13** In fiscal year **2010**, what was the value of all directly imported inputs, including tariffs?

	US \$
Value of all imported inputs	<b>ZBd13</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBD.13a** In fiscal year **2010**, what percentage of this establishment's annual direct imports were from: **SHOW CARD 7**

Region	% of total export	DON'T KNOW (SPONTANEOUS)
SADC	<b>ZBd13a1</b>	<b>-9</b>
Other African Countries	<b>ZBd13a2</b>	<b>-9</b>
EU	<b>ZBd13a3</b>	<b>-9</b>
Asia	<b>ZBd13a4</b>	<b>-9</b>
Australia	<b>ZBd13a5</b>	<b>-9</b>
USA	<b>ZBd13a6</b>	<b>-9</b>
Other regions	<b>ZBd13a7</b>	<b>-9</b>
	<b>100%</b>	

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

**ZBD13.b** In fiscal year 2010, what percentage of this establishment's annual direct import, were from the COMESA area?

Region	% of total export
COMESA	<b>ZBd13b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.14** In fiscal year 2010, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBD.14** When dealing with customs in the process of importing materials inputs or supplies, was an informal gift or payment expected or requested?

Yes	1	<b>zbd14</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**D.16** At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?  
**(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION DEFINE DAYS OF INVENTORY AS STOCK IN HAND)**

	Days
Days of inventory of most important input	<b>d16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBD.16X** At the present time, which is the most important input of production for this establishment, including imported and locally produced inputs?

Description

**ZBd16x**

**D.30** Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 8**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 8**

Using the response options on the card; To what degree are **Import Tariffs** an obstacle to the current operations of this establishment? **SHOW CARD 8**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport	<b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations	<b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tariffs	<b>ZBd30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **2010**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 9**

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION E.6**  
**GO TO QUESTION E.6**

**e1**

**E.2** In fiscal year **2010**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

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

**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

**E.11** Does this establishment compete against unregistered or informal firms?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

**E.30** Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 10**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**F. CAPACITY**

**F.1** In fiscal year **2010**, what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?

	Percent	
Capacity utilization	<b>f1</b> %	<b>IF 100, GO TO QUESTION ZBF1a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**ZBF.1** At the end of **2010** how many additional employees would this establishment have needed to achieve full capacity utilization?

	Number
Additional employees	<b>ZBf1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBF.1a** And what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available, in 2009 and in 2008 that is capacity utilization?

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Capacity utilization in 2009	<b>ZBf1a1</b> %	<b>-9</b>
Capacity utilization in 2008	<b>ZBf1a2</b> %	<b>-9</b>

**ZBF.1b** And what is this establishment's expected capacity utilization at the end of this year 2011?

	Percent
Capacity utilization in 2011	<b>ZBf1b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ZBF.1c** Which of the following constitutes an obstacle to the expansion of this establishment's capacity utilization?

<b>INTERVIEWER: READ EACH OPTION ALOUD</b>		Yes	No	<b>DON'T KNOW (SPONT)</b>	<b>DOES NOT APPLY (SPONT)</b>
Lack of demand for its products	<b>ZBf1c1</b>	1	2	<b>-9</b>	<b>-7</b>
Unavailability of inputs of production	<b>ZBf1c2</b>	1	2	<b>-9</b>	<b>-7</b>
Uncertainty about future market prospects	<b>ZBf1c3</b>	1	2	<b>-9</b>	<b>-7</b>
Obsolete machinery equipment	<b>ZBf1c4</b>	1	2	<b>-9</b>	<b>-7</b>
Lack of financing mechanisms	<b>ZBf1c5</b>	1	2	<b>-9</b>	<b>-7</b>
Brain drain	<b>ZBf1c6</b>	1	2	<b>-9</b>	<b>-7</b>
Excessive abundance of cheap imports	<b>ZBf1c7</b>	1	2	<b>-9</b>	<b>-7</b>
Failure in electricity supply	<b>ZBf1c8</b>	1	2	<b>-9</b>	<b>-7</b>
Other. Specify _____	<b>ZBf1c9x</b> <b>ZBf1c9</b>	1	2	<b>-9</b>	<b>-7</b>

<b>F.2</b>	In fiscal year <b>2010</b> , how many hours per week did this establishment normally operate? <b>(INTERVIEWER: RESPONSE MUST BE 168 HOURS OR LESS)</b>
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	<b>Hours</b>
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G. LAND AND PERMITS**

**G.1** Of the land occupied by this establishment, what percentage is: **SHOW CARD 11**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	<b>g1a</b> %	<b>-9</b>
Rented or leased by this establishment	<b>g1b</b> %	<b>-9</b>
Other	<b>g1c</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7**

**G.2** Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1	
No	2	<b>GO TO QUESTION G.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION G.30</b>
	<b>g2</b>	

**G.3** In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G.4** In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	
	<b>g4</b>	

**G.30** Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 12**

							<b>(SPONTANEOUS)</b>	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to land	<b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**H. INNOVATION**

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

And now we switch to a new topic. In this section “new” means new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

**H.1** In the last three years, has this establishment introduced new or significantly improved products or services, including goods and services with new or significantly improved functions, technical specifications, materials or components but excluding seasonal or aesthetic changes?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION H.3**  
**GO TO QUESTION H.3**

**h1**

**H.2** Was the main new product or service introduced by this establishment new for the establishment's main market as well?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2**

**H.3** In the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services, including new or significantly improved technology, equipment and software for production, finishing, packaging, or quality control?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h3**

**H.4** During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes, including changes in the transport and delivery of inputs and outputs, and in methods of accounting, purchasing, or maintenance?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4**

**H.5** During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices, including changes in the number of management levels, systems of communication, and monitoring, hiring, firing, remuneration and performance reward practices?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

**H.6** During the last three years, has this establishment introduced new or significantly improved marketing methods, including new design, branding or packaging, new channels or promotional schemes to sell products, or new pricing systems to attract customers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other firms. Research and development includes research and investigation to create new products or to find more efficient methods of production?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

<b>H.9</b>	During the last 3 years, did your enterprise engage in internal or external training of your personnel to familiarize them with a new or significantly improved technologies, products or processes including changing management or marketing practices?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-.9</b>

**h9**

**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

**I.1** In fiscal year **2010**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**i1**

**I.2** In fiscal year **2010**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	US \$
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.3** In fiscal year **2010**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

**i3**

**I.4** In fiscal year **2010**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	US \$
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.30** Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 19**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Crime, theft and disorder	<b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**K. FINANCE**

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

**K.1** In fiscal year **2010**, what percentage of material inputs or services was paid for after delivery (purchased on credit)?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid after delivery?	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year **2010**, what percentage of this establishment's total annual sales of goods and services were paid for after delivery (sold on credit)?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid after delivery?	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year **2010**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? **SHOW CARD 20**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from banks( private and state-owned	<b>k3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

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

**K.4** In fiscal year **2010**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

**N.5** In fiscal year **2010**, how much did this establishment spend on purchases of:

	US \$	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	-9
Land and buildings	<b>n5b</b>	-9

**K.5** Over fiscal year **2010**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 21**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a</b> %	-9
Owners' contribution or issued new equity shares	<b>k5i</b> %	-9
Borrowed from banks: private and state-owned	<b>k5bc</b> %	-9
Borrowed from non-bank financial institutions	<b>k5e</b> %	-9
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	-9
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj</b> %	-9
	<b>100%</b>	

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

**K.6** Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6**

**K.7** At this time, does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7**

**K.8** At this time, does this establishment have a line of credit or a loan from a financial institution?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15d**  
**GO TO QUESTION K.15d**

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 22**

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

**k9**

**K.10** Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**K.11** Referring only to this most recent loan or line of credit, what was its value at the time of approval?

	US \$
Size of most recent loan or line of credit approved	<b>k11</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.13** Referring only to this most recent loan or line of credit, did the financing require collateral?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15b**  
**GO TO QUESTION K.15b**

**k13**

**K.14** Referring only to this most recent loan or line of credit, what type of collateral was required? **(INTERVIEWER: READ OUT)**

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

**K.15** Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	US \$
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15b** What is the total number of outstanding loans or lines of credit held by this establishment?

	Number
Total number of loans outstanding	<b>k15b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15c** What is the total value of outstanding loans or lines of credit held by this establishment?

	US \$
Total value of loans outstanding	<b>k15c</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15d** At this time, do you have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k15d</b>

**K.16** Referring again to fiscal year **2010**, did this establishment apply for any loans or lines of credit?

Yes	1	<b>GO TO QUESTION K.20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k16</b>

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 23**

No need for a loan - establishment had sufficient capital	1	<b>GO TO QUESTION K.21</b>
Application procedures were complex	2	<b>GO TO QUESTION K.21</b>
Interest rates were not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements were too high	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO QUESTION K.21</b>
Did not think it would be approved	6	<b>GO TO QUESTION K.21</b>
Other	7	<b>GO TO QUESTION K.21</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k17</b>

**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1
Application was rejected	2
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k20a**

**K.21** In fiscal year **2010**, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

**K.30** Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 24**

						<b>(SPONTANEOUS)</b>						
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>				

**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.1** I am going to read one statement that describes the court system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.  
**HOW CARD 25**

					<b>(SPONTANEOUS)</b>					
					<b>Strongly disagree</b>	<b>Tend to disagree</b>	<b>Tend to agree</b>	<b>Strongly agree</b>	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
"The court system is fair, impartial and uncorrupted." <b>h7a</b>					1	2	3	4	<b>-9</b>	<b>-7</b>

**J.2** In a typical week over the last year, what percentage of total 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. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

**J.3** Over the last year, was this establishment visited or inspected by tax officials?

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**j3**

**J.4** Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

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

**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j5**

**J.6a** Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION J.7*  
*GO TO QUESTION J.7*

**j6a**

**J.6** When establishments like this one do business with the government, what percentage of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percentage of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

**J.7** It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

	US \$
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**J.10** Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION J.13*  
*GO TO QUESTION J.13*

**j10**

**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	<b>j11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.12** In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j12**

**J.13** Over the last two years, did this establishment submit an application to obtain an operating license?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**

**j13**

**J.14** Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

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

**J.15** In reference to that application for an operating license, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**J.30** Using the response options on the card to what degree each of the following is an obstacle to the current operations of this establishment? **SHOW CARD 26**

**ROTATE OPTIONS**

**(SPONTANEOUS)**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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.**

**L.1** At the end of fiscal year **2010**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE)**  
 (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work full-time)

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Three fiscal years ago, at the end of fiscal year **2008**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE)**

	Number
Permanent, full-time workers three fiscal years ago	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.3** At the end of fiscal year **2010**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>13a</b>	<b>-9</b>
Non-production workers [e.g., managers, administration, sales]	<b>13b</b>	<b>-9</b>

**L.4** At the end of fiscal year **2010**, how many permanent, full-time individuals working in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Skilled production workers	<b>14a</b>	<b>-9</b>
Unskilled production workers	<b>14b</b>	<b>-9</b>

**L.5** At the end of fiscal year **2010**, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time production workers	<b>15a</b>	<b>-9</b>
Female permanent full-time non-production workers	<b>15b</b>	<b>-9</b>

**L.6** How many full-time temporary employees did this establishment employ throughout fiscal year **2010**?  
(Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last fiscal year	<b>16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION L.9a*

**L.6a** How many full-time temporary employees employed throughout fiscal year **2010** were females?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year **2010**?

	Months
Average length full-time seasonal or temporary employment last fiscal year	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9a** What is the average number of years of education of a typical permanent full-time production worker employed in this establishment?

<b>READ OUT</b>	Number
Average number of years of education of typical production worker	<b>19a</b>
Average number of years of education of typical Female production worker	<b>19a2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9b** What is the percentage of full-time permanent workers who completed secondary school?

	Percent
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.10** Over fiscal year **2010**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1	<b>GO TO QUESTION L30</b> <b>GO TO QUESTION L30</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>110</b>

**L.11** Referring to the training programs run over fiscal year **2010**, what percentage of permanent, full-time employees of the following categories received formal training?

**READ OUT**

	Percent	<b>IF NO EMPLOYEES IN THE CATEGORY WERE TRAINED</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Production full-time permanent employees trained	<b>111a</b> %	<b>0</b>	<b>-9</b>
Non-production full-time permanent employees trained	<b>111b</b> %	<b>0</b>	<b>-9</b>

**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 26**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 26**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
							<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations	<b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce	<b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**S. AIDS AND SICKNESS**

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

**We now turn to another topic.**

**AFS.1y** Does this establishment currently have a pre-employment health check for new employees?

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

**AFs1y**

**AFS.1** Have the following situations affected this establishment's workforce in the past 2 years:

	Yes	No	DK
High absenteeism due to sickness <b>AFs1a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to sickness <b>AFs1b</b>	1	2	<b>-9</b>

**AFS.2** Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years

	Yes	No	DK
High absenteeism due to HIV/AIDS <b>AFs2a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to HIV/AIDS <b>AFs2b</b>	1	2	<b>-9</b>

**AFS.3** Did this establishment undertake any of the following activities, in fiscal year **2010**, to prevent HIV/AIDS among employees?

	Yes	No	DK
HIV prevention messages <b>AFs3a</b>	1	2	<b>-9</b>
Free condom distribution <b>AFs3b</b>	1	2	<b>-9</b>
Anonymous HIV testing <b>AFs3c</b>	1	2	<b>-9</b>

**AFS.4** In fiscal year **2010**, how much did this establishment spend on all AIDS/HIV programs and activities?

	US \$
Cost of all AIDS/HIV programs and activities <b>AFs4</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>

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**M. BUSINESS ENVIRONMENT**

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<b>M.1</b>	By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>SHOW CARD 27</b>
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**INTERVIEWER: DO NOT READ OPTIONS UNLESS RESPONDENT CANNOT READ**

<b>1-Access to finance</b>
<b>2-Access to land</b>
<b>3-Business licensing and permits</b>
<b>4-Corruption</b>
<b>5-Courts</b>
<b>6-Crime, theft and disorder</b>
<b>7-Customs and trade regulations</b>
<b>8-Electricity</b>
<b>9-Inadequately educated workforce</b>
<b>10-Labor regulations</b>
<b>11-Political instability</b>
<b>12-Practices of competitors in the informal sector</b>
<b>13-Tax administration</b>
<b>14-Tax rates</b>
<b>15-Transport</b>

Biggest obstacle	<b>m1a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

<b>SHOW CARD ROTATION</b>	
Rotation 1	1
Rotation 2	2
Rotation 3	3

<b>m1d</b>
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**N. PERFORMANCE**

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

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

**N.2** From the Income Statement of fiscal year **2010**, please provide the following information:  
**SHOW CARD 28**

	US \$	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Other cost of production not included above	n2j	-9

**N.6** From the Balance Sheet of fiscal year **2010**, what was the net book value, that is the value of assets after depreciation, of the following:

	US \$	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9
Land and buildings	n6b	-9

**N.7** Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

	US \$	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

**A.15a Please complete the following information about the interviewee(s)**

	<b>Position in the firm</b>	<b>Years with the firm</b>	<b>Gender</b>
<b>Main respondent</b>	<b>a15a1ax</b>	<b>a15a2a</b>	<b>a15a3</b>
<b>Second respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15b3</b>
<b>Third respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>a15c3</b>

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

**A.15 Time face-to-face interview ends:**

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

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

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

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

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

**a17**

**INTERVIEWER COMMENTS:**

**a17x**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

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

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

**STOP HERE**

**a18**

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

Hour	Minutes

**a19h**

**a19m**

## CARD 1

Shareholding company with shares trade in the stock market
--

Shareholding company with non-traded shares or shares traded privately
--

Sole proprietorship
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Partnership
-------------

Limited partnership
---------------------

**CARD 2**

Private domestic individuals, companies or organizations	%
Private foreign individuals, companies or organizations	%
Government/State	%
Other	%
	100%

**CARD 3**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 4

	Percent
National sales	%
Indirect exports (sold domestically to third party that exports products)	%
Direct exports	%
	<b>100%</b>

**CARD 5**

<b>Region</b>	<b>% of total export</b>
SADC	%
Other African Countries	%
EU	%
Asia	%
Australia	%
USA	%
Other region	%
	<b>100%</b>

**CARD 6**

Material inputs or supplies of domestic origin	%
Material inputs or supplies of foreign origin	%
	<b>100%</b>

**CARD 7**

<b>Region</b>	<b>% of direct inputs</b>
SADC	%
Other African Countries	%
EU	%
Asia	%
Australia	%
USA	%
Other region	%
	<b>100%</b>

**CARD 8**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 9

Local – main product sold mostly in same municipality where establishment is located
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National – main product sold mostly across the country where establishment is located
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International
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**CARD 10**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 11**

Owned by this establishment	%
Rented or leased by this establishment	%
Other	%
	<b>100%</b>

# CARD 12

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 19**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 20

	<b>Percent</b>
Internal funds or retained earnings	<b>%</b>
Borrowed from banks (private and state-owned)	<b>%</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>%</b>
Purchases on credit from suppliers and advances from customers	<b>%</b>
Other, moneylenders, friends, relatives, etc.	<b>%</b>
	<b>100%</b>

## CARD 21

	<b>Percent</b>
Internal funds or retained earnings	<b>%</b>
Owners' contribution or issued new equity shares	<b>%</b>
Borrowed from banks: private and state-owned	<b>%</b>
Borrowed from non-bank financial institutions	<b>%</b>
Purchases on credit from suppliers and advances from customers	<b>%</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>%</b>
	<b>100%</b>

**CARD 22**

Private commercial banks
State-owned banks or government agency
Non-bank financial institutions
Other

## CARD 23

No need for a loan - establishment has sufficient capital
Application procedures were complex
Interest rates are not favorable
Collateral requirements were too high
Size of loan and maturity were insufficient
Did not think it would be approved
Other

# CARD 24

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 25**

Strongly disagree	Tend to disagree	Tend to agree	Strongly agree
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# CARD 26

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## **CARD 27 - ROTATION 1**

- Access to finance
- Access to land
- Crime, theft and disorder
- Tax administration
- Tax rates
- Inadequately educated workforce
- Customs and trade regulations
- Business licensing and permits
- Courts
- Labor regulations
- Political instability
- Practices of competitors in the informal sector
- Corruption
- Electricity
- Transport

## **CARD 27 - ROTATION 2**

- Crime, theft and disorder
- Tax rates
- Tax administration
- Inadequately educated workforce
- Access to finance
- Business licensing and permits
- Political instability
- Access to land
- Customs and trade regulations
- Corruption
- Transport
- Courts
- Practices of competitors in the informal sector
- Labor regulations
- Electricity

## **CARD 27 - ROTATION 3**

- Access to finance
- Labor regulations
- Customs and trade regulations
- Practices of competitors in the informal sector
- Crime, theft and disorder
- Tax rates
- Tax administration
- Transport
- Courts
- Inadequately educated workforce
- Business licensing and permits
- Access to land
- Electricity
- Corruption
- Political instability

## CARD 28

Total annual cost of labor including wages, salaries, bonuses, social security payments
---

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

Total annual costs of fuel
----------------------------

Total annual costs of electricity
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Other cost of production not included above
---