

Questionnaire id

**PRODUCTIVITY AND THE INVESTMENT CLIMATE
PRIVATE ENTERPRISE SURVEY – MANUFACTURING**



Department of
Trade and Industry



The World Bank

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Please note that the following information will be handled with strict confidentiality.

INSTRUCTIONS:

Please answer all the questions as accurately as possible. Unless otherwise specified, circle answers. Provide answers only in the space provided.

Good Day. My name is _____ and I am from Citizen Surveys, a research organization. We are presently conducting a survey on behalf of the Department of Trade and Industry to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. Names and addresses will then be discarded - personal information will never be made public.

Date of interview: YYYY-MM-DD

Time interview start: HH : MM

Organisation Name:			
Respondent Name/s:	1. 2. 3.		
Telephone:	[W]	(CELL)	
Province	Gauteng	1	Western Cape 3
	KwaZulu-Natal	2	Eastern Cape 4

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	Name	Code	Phone number	Checked	Sign
Interviewer:					
Supervisor:				Y -1 / N - 2	
Field manager:				Y -1 / N - 2	
Back checked:				Y -1 / N - 2	

Name	Name
Debrief:	Extraction:
Quota check:	Coding:
Editing:	Capturing:
	Back-checked:

Interviewer/Supervisor pledge: I hereby certify that this interview has been completed in full with the respondent and according to the instructions I received from Citizen Surveys. Furthermore, this interview has been thoroughly checked.

Interviewer:		Supervisor:	Date:
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1. GENERAL INFORMATION

NOTE: QUESTIONS 1 THROUGH 6 APPLY TO YOUR ENTIRE FIRM, INCLUDING ALL ITS ESTABLISHMENTS (Factories, stores and/or service outlets).

1. In what year did your firm begin operations in this country?

THE YEAR THE COMPANY FIRST STARTED TRADING (IN ITS CURRENT FORMAT)

C201

2. What is the current legal status of your firm? **C202**

Publicly listed company	1	Sole proprietorship	5
Private held, limited company	2	Partnership	6
Closed corporation	3	Other (specify): c202x	7
Cooperative	4		

3. What percentage of your firm is owned by...? **RECORD PERCENTAGES IN SPACE PROVIDED BELOW.**

a. Private Sector – domestic	c203a %
b. Private Sector – foreign	c203b %
c. Government/State	c203c %
d. Other (specify): c203dx	c203d %
	100%

4a. Was your firm previously owned by the government (the state)? **c2041**

Yes	1	→ ASK Q4b.
No	2	→ GO TO Q5.

4b. **IF YES:** When was it privatised? **RECORD YEAR.**

c2042

5a. What percentage of your firm is owned by the largest shareholder or owner?

c205a %

5b. Which of the following best describes the largest shareholder or owner in your firm? **MULTIPLE RESPONSES ALLOWED.**

Individual c205b1-10	1	Investment fund	6
Family	2	Managers of the firm	7
Domestic company	3	Employees of the firm	8
Foreign company	4	Government or government agency	9
Bank	5	Other (Specify) c205bx	10

IF THE LARGEST SHAREHOLDER IS AN INDIVIDUAL OR FAMILY MEMBER (CODES 1 OR 2) ASK Q5c to Q5e, ELSE GO TO Q6.

5c. Is this principal owner also the manager/director? **C205c**

Yes	1
No	2

5d. Is the principal owner male? **C205d**

Yes	1
No	2

5e. What is the ethnic origin of the principal/majority owners? **q5e**

African	1	Coloured	6
European / Caucasian	2	Other	7
Asian	3	(Specify) q5e_x	

ASK ALL:

6a. How many establishments (separate operating facilities) does your firm have in this country?
i.e. HAVING THEIR OWN ACCOUNTS / ACCOUNTING IDENTITY

C206a

6b. Does your firm have holdings or operations in other countries? **C206b**

Yes	1
No	2

NOTE: FOR THE REMAINDER OF THIS SURVEY, PLEASE ANSWER WITH RESPECT TO THIS ESTABLISHMENT (FACTORY, STORE OR SERVICE OUTLET).

7i. What year did **this establishment** begin operations?

q7i

7ia. Where is **this establishment** located in this country? **(NAME OF CITY)**

c2071x

Enumerator code:

7iib. Where is your **headquarters** located in this country? **(NAME OF CITY)**

c2072x

Enumerator code:

7. ENUMERATOR, PLEASE CODE AS FOLLOWS:

	7c. This c2071 establishment	7d. Headquarters c2072
Capital City	1	1
Other city of over 1 million people	2	2
City of 250,000-1million	3	3
City of 50,000-250,000	4	4
Town or Location with less than 50,000 population	5	5

8. What is your main product line? **SHOW LIST - WRITE IN ISIC CODE. c208**

Enumerator code:

9a. Do you have other income generating activities beyond these main business lines? **c209a**

Yes	1	→ ASK Q9b.
No	2	→ GO TO Q10.

9b. **IF YES:** What percent of your workers time is accounted for by: **c209b**

1. Manufacturing:	c209ba	→	1a. Specify main line of business (e.g. textiles):	c209bax
2. Services:	c209bb	→	2a. Main service provided (e.g. consulting, transportation):	c209bbx
3. Commerce	c209bc			
4. Construction:	c209bd			
5. Other:	c209be	→	(specify):	c209bex
	100%			

10. At the end of the first year of operation, what was/were...?

NOTE: IF THE FIRM WAS PRIVATISED, CONSIDER THAT YEAR AS THE START YEAR

a. the total number of full-time paid employees?

q10a

b. Your annual sales?

R q10b

2. SALES AND SUPPLIES

11a. Within your main product line, what share of the **local market** in your city or town is made up by the sales of your establishment?

c210a %

11b. Within your main product line, what share of the **national market** is made up by the sales of your establishment?

c210b %

12a. What percent of your establishment's sales are:

	a. 2002	b. 2001	c. 2000
1. Sold domestically	q12a1a %	q12a1b %	q12a1c %
2. Exported directly	q12a2a %	q12a2b %	q12a2c %
3. Exported indirectly (through a distributor)	q12a3a %	q12a3b %	q12a3c %
	100%	100%	100%

12b. Approximately what percentage of your domestic sales are to:

1. The government	c211b1 %
2. State owned or controlled enterprise	c211b2 %
3. Multinationals located in your country	c211b3 %
4. Your parent company or affiliated subsidiaries	c211b4 %
5. Large domestic firms (those with approximately 300 plus workers)	c211b5 %
6. Other (sales to small firms, individuals, etc.)	c211b6 %
	100%

12c. If you export **more than 10 percent** of your sales: **(IF LESS THAN 10%, GO TO Q13.)**

i. What was the year your establishment first exported?

c211c1

ii. Which countries are the biggest destination for your exports?

a. c211c2x

b. c211c3x

c. c211c4x

13. What percentage of your establishment's material inputs and supplies in the last accounting year are:

1. Purchased from domestic sources	c2121 %
2. Imported directly	c2122 %
3. Imported indirectly (through a distributor)	c2123 %
	100%

14. At the time you receive delivery of your most important input or supply, how many days of inventory do you typically have on hand?

c213 days of inventory of main input

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

c214 % percent of purchased material inputs/supplies

16. What percent of sales in the last year were lost due to delivery delays from suppliers?

c215 % percent of sales

FOR THE FOLLOWING QUESTIONS, IF RESPONDENT DOES NOT KNOW THE PRECISE NUMBER, BUT KNOWS IT IS MORE THAN 20, PLEASE CODE AS "555")

17a. Over the last year, within your **main product line**, how many competitors do you have in the domestic market that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?

17b. Over the last year, within your **main product line**, how many suppliers of your main supply or input do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?

17c. Over the last year, within your **main product line**, how many customers do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?

	Q17a. Competitors in the domestic market	Q17b. Suppliers of your main supply or input	Q17c. Customers
1. Domestic Private Firms	c216a1	c216b1	c216c1
2. State Owned Firms	c216a2	c216b2	c216c2
3. Foreign Owned Firms	c216a3	c216b3	c216c3

3. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

18. Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very Severe Obstacle

	No problem	Degree of obstacle			
		Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle
a. Telecommunications c218a	0	1	2	3	4
b. Electricity c218b	0	1	2	3	4
c. Transportation c218c	0	1	2	3	4
d. Access to Land c218d	0	1	2	3	4
e. Tax rates c218e	0	1	2	3	4
f. Tax administration c218f	0	1	2	3	4
g. Customs and Trade Regulations c218g	0	1	2	3	4
h. Labour Regulations c218h	0	1	2	3	4
i. Skills and Education of Available Workers c218i	0	1	2	3	4
j. Business Licensing and Operating Permits c218j	0	1	2	3	4
k. Access to Financing (e.g. collateral) c218k	0	1	2	3	4
l. Cost of Financing (e.g. interest rates) c218l	0	1	2	3	4
m. Economic and Regulatory Policy Uncertainty c218m	0	1	2	3	4
n. Macroeconomic Instability (inflation, exchange rate) c218n	c218n	1	2	3	4
o. Corruption c218o	0	1	2	3	4
p. Crime, theft and disorder c218p	0	1	2	3	4
q. Anti-competitive or informal practices c218q	0	1	2	3	4
r. Legal system/conflict resolution c218r	0	1	2	3	4

4. INFRASTRUCTURE AND SERVICES

19. During how many days in the past year did your establishment...
- experience the following **service interruptions**,
 - how long did they last (**HOURS PER DAY**), and
 - what percent of your **total sales value** was **lost** last year due to...?

	i. # Days	ii. Average duration HOURS PER DAY	iii. Lost Value* PERCENT	N/A
a. power outages or surges from the public grid?	c219a1	c219a2	c219a3%	-777
b. insufficient water supply?	c219b1	c219b2	c219b3%	-777
c. unavailable mainline telephone service?	c219c1	c219c2	c219c3%	-777
d. transport failures?	c219d1	c219d2	c219d3%	-777
e. public postal service?	q19e1	q19e2	q19e3%	-777

* FOR LOST VALUE, PLEASE INCLUDE LOSSES DUE TO LOST PRODUCTION TIME FROM THE OUTAGE, TIME NEEDED TO RESET MACHINES, AND PRODUCTION AND SALES LOST DUE TO PROCESSES BEING INTERRUPTED.

20a. What is your average cost of a kilowatt-hour (KwH) of electricity from the public grid?

R c220a

Take total of last bill and divide by total KwH

20b. Does your establishment own or share a generator? c220b

Yes	1	→ ASK Q20c and Q20d.
No	2	→ GO TO Q21.

20c. **IF YES:** What percentage of your electricity comes from your own or a shared generator?

c220c %

20d. **IF YES:** What was the generator's original cost to your establishment

R c220d1

YEAR

c220d2

21. What share of your firm's water supply do you get from...? **USED IN PRODUCTION**

a. Municipal/public sources	c221a %
b. your own well or a shared well	c221b %
c. purchased from private vendors	c221c %

22. What percentage of the value of your **average cargo consignment** is lost while in transit due to breakage, theft, or spoilage? *Includes incoming and outgoing consignments*

c222 % percentage of consignment value lost

23. What percent of your workforce regularly uses a computer in their jobs?

c223 % percentage of workforce

24. Does your enterprise regularly use e-mail or a website in its interactions with clients and suppliers?

	Yes	No
a. Email? c224a	1	2
b. A website? c224b	1	2

25a. Is your establishment/firm a member of a business association or chamber of commerce? **c225a**

Yes	1	→ ASK Q25b.
No	2	→ GO TO Q26.

Insert name(s):	a. q25aax
	b. q25abx
	c. q25acx

25b. **IF YES:** For each of the following, please indicate if this is a service the business association or chamber that is **most important** to your firm provides, and if so, what the value of this service is to your firm?

c225ba – c225bf	Not provided	Value to your firm				
		No value	Minor value	Moderate value	Major value	Critical value
a. Lobbying government	NP (-888)	0	1	2	3	4
b. Resolution of disputes (with officials, workers or other firms)	NP (-888)	0	1	2	3	4
c. Information and/or contacts on domestic product and input markets	NP (-888)	0	1	2	3	4
d. Information and/or contacts on international product and input markets	NP (-888)	0	1	2	3	4
e. Accrediting standards or quality of products; reputational benefits	NP (-888)	0	1	2	3	4
f. Information on government regulations	NP (-888)	0	1	2	3	4

5. FINANCE

26. How was the start up financed?

a. Owner savings	q26a %	
b. Borrowing from friends or relatives	q26b %	
c. Loan from a foreign bank or donor agency	q26c %	
d. Loan from a government-owned bank	q26d %	
e. Loan from a private bank	q26e %	
f. Loan from a finance company	q26f %	
g. Loan from a money lender	q26g %	
h. Loan from a supplier	q26h %	
i. Sale of stock/ equity	q26i %	
j. Loan from parent or affiliated company	q26j %	
k. Other	q26k %	Specify: q26k_x
	100 %	

27. Please identify the contribution over the last year of each of the following sources of financing for your establishment's:

- i) **Working capital** (i.e. inventories, accounts receivable and cash)
- ii) **New Investments** (i.e. new land, buildings, machinery and equipment)

	27i. Working capital	27ii. New investments
a. Internal funds or Retained earnings	c227a1 %	c227a2 %
b. Local commercial banks (loan, overdraft)	c227b1 %	c227b2 %
c. Foreign owned commercial banks	c227c1 %	c227c2 %
d. Leasing arrangement	c227d1 %	c227d2 %
e. Investment Funds/Special Development Financing/ or Other State Services	c227e1 %	c227e2 %
f. Trade credit (supplier or customer credit)	c227f1 %	c227f2 %
g. Credit cards	c227g1 %	c227g2 %
h. Equity, sale of stock	c227h1 %	c227h2 %
i. Family, friends	c227i1 %	c227i2 %
j. Informal sources (e.g. money lender)	c227j1 %	c227j2 %
k. Other (specify source):	c227k1 %	c227k2 %
	100 %	100 %

28a. Have you ever applied for a loan? **q28a**

Yes	1	→ GO TO Q28c.
No	2	→ ASK Q28b.

28b. If your enterprise never applied for a bank loan, why not? **q28b**

Inadequate collateral	1	q28b1	
Didn't want to incur debt	2	q28b2	
Process too difficult	3	q28b3	
Didn't need one	4	q28b4	
Didn't think I'd get one	5	q28b5	
Interest rate too high	6	q28b6	
Already heavily indebted	7	q28b7	
Other	8	q28b8	(specify): q28bx

28c. What financing arrangements do you have?

An overdraft or line of credit	1	→ ASK Q28d and Q29_1a-e.	q28c1
A loan payable in one year or less	2	→ ASK Q28d and Q29_2a-f.	q28c2
A loan payable in more than one year	3	→ ASK Q28d and Q29_3a-f.	q28c3
None of the above	4	→ GO TO Q30a.	q28c4

28d. **IF YES:** What percent is currently unused?

c228y %

29_1 For the most recent overdraft: (c229a – c229e)

29_1a. When was this financing approved (year)?

q29_1a

29_1b. Did the financing require...? **MULTIPLE RESPONSES ALLOWED.** **q29_1b**

Collateral	1	→ ASK Q29_1c.
Deposit	2	→ ASK Q29_1d.
None of it	3	→ GO TO Q29_1e.
NA (no loan)	4	→ GO TO Q29_2.

29_1c. **IF YES:** What share of collateral was:

i. Land and buildings?	q29_1c1 %
ii. Machinery?	q29_1c2 %
iii. Intangible assets (accounts receivable, inventory)?	q29_1c3 %
iv. Personal assets of owner/manager (e.g. house)?	q29_1c4 %

29_1d. What was the approximate value of collateral required as a percentage of the loan value?

q29_1d %

29_1e. What is the loan's approximate annual cost/ rate of interest?

q29_1e %

29_2 For the most recent loan (less than or equal to 1 year): (c229a – c229f)

29_2a. When was this financing approved (year)?

q29_2a

29_2b. Did the financing require...? **MULTIPLE RESPONSES ALLOWED.** q29_2b

Collateral	1	→ ASK Q29_2c.
Deposit	2	→ ASK Q29_2d.
None of it	3	→ GO TO Q29_2e.
NA (no loan)	4	→ GO TO Q29_3.

29_2c. **IF YES:** What share of collateral was:

i. Land and buildings?	q29_2c1 %
ii. Machinery?	q29_2c2 %
iii. Intangible assets (accounts receivable, inventory)?	q29_2c3 %
iv. Personal assets of owner/manager (e.g. house)?	q29_2c4 %

29_2d. What was the approximate value of collateral required as a percentage of the loan value?

q29_2d %

29_2e. What is the loan's approximate annual cost/ rate of interest?

q29_2e %

29_2f. What is the duration (term) of the loan?

q29_2f Months

29_3 For the most recent loan (more than 1 year): (c229a – c229f)

29_3a. When was this financing approved (year)?

q29_3a

29_3b. Did the financing require...? **MULTIPLE RESPONSES ALLOWED.** q29_3b

Collateral	1	→ ASK Q29_3c.
Deposit	2	→ ASK Q29_3d.
None of it	3	→ GO TO Q29_3e.
N/A (no loan)	4	→ GO TO Q30.

29_3c. **IF YES:** What share of collateral was:

i. Land and buildings?	q29_3c1 %
ii. Machinery?	q29_3c2 %
iii. Intangible assets (accounts receivable, inventory)?	q29_3c3 %
iv. Personal assets of owner/manager (e.g. house)?	q29_3c4 %

29_3d. What was the approximate value of collateral required as a percentage of the loan value?

q29_3d %

29_3e. What is the loan's approximate annual cost/ rate of interest?

q29_3e %

29_3f. What is the duration (term) of the loan?

q29_3f months

ASK ALL:30a. Has this enterprise ever been rejected for a loan? **q30a**

Yes	1	→ ASK Q30b and Q30c.
No	2	→ GO TO Q31.

30b. **IF YES:** What institution rejected the application?**q30bx**30c. **IF YES:** Why was it rejected?**q30cx**

31. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency?**c230 %**

32. How long does it take to clear the following payments through your financial institution (i.e. until the recipient can draw the funds)?

	Days	Charge (% of transaction)	OR	Fee (Rands)
a. a cheque	c231a1	C231a2 %		R c231a3
b. a domestic currency transfer	c231b1	C231b2 %		R c231b3
c. a foreign currency transfer	c231c1	C231c2 %		R c231c3
d. letter of credit	q32d1	q32d2 %		R q32d3

33. Does your establishment have its annual financial statement reviewed by an external auditor? **c232**

Yes	1
No	2

34. Of the land and buildings occupied by this establishment, what percent is owned or leased/rented?

	Owned	Leased or rented	If leased / rented, average contract length
a. Land	c233a1 %	c233a2 %	c233a3 (months)
b. Buildings	c233b1 %	c233b2 %	c233b3 (months)

35a. How much would you receive if you sold your equipment (machinery, trucks, etc.)?

R q35a35b. What is your average age of your plant and equipment? **q35b**

Less than 1 year	1
Between 1 and 5 years	2
Between 6 and 10 years	3
Between 11 and 20 years	4
More than 20 years	5

6. BUSINESS-GOVERNMENT RELATIONS

36. What are the three biggest obstacles to doing business in South Africa?

DO NOT READ THESE RESPONSES TO THE RESPONDENT. ASK THE QUESTION AND LET HIM/HER TELL YOU THE PROBLEMS THEN CODE APPROPRIATELY OR WRITE THE OTHER PROBLEMS BELOW.

CIRCLE UP TO 3 RESPONSES. q36a q36b q36c

No problem / not applicable	0	High collateral requirements	12
Ownership regulations	1	High interest rates	13
Tax regulations and/or high taxes	2	Insufficient demand for my products	14
Skilled labour shortage	3	Competition from imports	15
Labour regulations	4	Crime and theft	16
Obtaining land and buildings	5	Official corruption	17
Foreign currency regulations	6	Regulations for starting a new business, new operations or expansion	18
Lack of business support services	7	Bureaucratic burden	19
Inadequate supply of infrastructure	8	Other (specify): _____ q36_20x	20
Utility prices	9	Other (specify): _____ q36_21x	21
Inadequate access to credit	10	Other (specify): _____ q36_22x	22
Import regime	11		

37. How would you generally rate the **efficiency** of government in delivering services (e.g. public utilities, public transportation, security, education and health etc.). Would you rate it as...? **READ 1-6 c234**

1	Very inefficient	4	Somewhat efficient
2	Inefficient	5	Efficient
3	Somewhat inefficient	6	Very efficient

38. "In general, government officials' interpretations of regulations affecting my establishment are consistent and predictable."

To what extent do you agree with this statement? Do you...? **READ 1-6 c235**

1	Fully disagree	4	Tend to agree
2	Disagree in most cases	5	Agree in most cases
3	Tend to disagree	6	Fully agree

39a. If you **import**, what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?

c236a1	days on average	N/A
c236a2	days was the longest time in the last year	(we don't import)

39b. If you **export**, what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs?

c236a2	days on average	N/A
c236b2	days was the longest time in the last year	(we don't export)

40. If you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your **optimal** level of employment as a percent of your existing workforce?

(e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)

c237 %

41a. In a typical month, what percentage of senior management's time is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labour regulations, licensing and registration] including dealings with officials, completing forms, etc.?

c238 %

41b. What was this number three years ago?

q41b %

42. We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of annual sales value would such expenses cost a typical firm like yours?

c239 %

43. Based on the experience of your establishment over the **last two years**, what is the actual delay experienced (from the day you applied to the day you received the service or approval) and was a gift or informal payment asked for or expected to obtain each of the following?

	a. Actual delay / wait (days) N / A			b. Gift / payment expected?		c. If yes, value?
				Yes	No	
1. A mainline telephone connection	c240a1	or	-777	c240b1	2	R c240c1
2. An electrical connection	c240a2	or	-777	c240b2	2	R c240c2
3. A water connection	c240a3	or	-777	c240b3	2	R c240c3
4. A construction permit	c240a4	or	-777	c240b4	2	R c240c4
5. An import license	c240a5	or	-777	c240b5	2	R c240c5
6. Operating license	c240a6	or	-777	c240b6	2	R c240c6

44. Recognising the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your area of activity reports for tax purposes?

c241 %

45. On average, how many days last year were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business? And what were the costs associated with these interactions?

	a. Total days spent in inspections, required meetings with officials	b. % by local authorities	c. Total Cost of Fines or seized goods	d. Was gift or informal payment ever expected / requested?		e. If yes, value? (Rands)
				Yes	No	
1. Tax Inspectorate	c242a1	c242b1	c242c1	c242d1	2	R c242e1
2. Labour and Social Security	c242a2	c242b2	c242c2	c242d2	2	R c242e2
3. Fire and Building Safety	c242a3	c242b3	c242c3	c242d3	2	R c242e3
4. Sanitation / Epidemiology	c242a4	c242b4	c242c4	c242d4	2	R c242e4
5. Municipal Police	c242a5	c242b5	c242c5	c242d5	2	R c242e5
6. Environmental	c242a6	c242b6	c242c6	c242d6	2	R c242e6
7. TOTAL , all agencies	c242a7	c242b7	c242c7	c242d7	2	R c242e7

46. When establishments in your industry do business with the government, how much of the contract value is typically expected in gifts or informal payments to secure the contract?

c243 %

Think about national laws and regulations enacted in the last two years that have a substantial impact on your business:

47. Did your firm seek to lobby government or otherwise influence the content of laws or regulations affecting it? **c244a**

Yes	1
No	2

48. In many countries, firms are said to give unofficial, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions.
To what extent have the following practices had a direct impact on your business?
(0 = No impact 1 = Minor influence 2 = Moderate influence 3 = Major influence 4 = Decisive influence
NA= Not Applicable, DK=Don't know)

c245a – c245d	Degree of influence					N / A	D / K
	No impact	Minor influence	Moderate influence	Major influence	Decisive influence		
a. Private payments or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	-777	-666
b. Private payments or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	-777	-666
c. Private payments or other benefits to judges to affect the decisions of court cases	0	1	2	3	4	-777	-666
d. Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	-777	-666

7. CONFLICT RESOLUTION / LEGAL ENVIRONMENT

49. "I am confident that the judicial system will enforce my contractual and property rights in business disputes."
To what degree do you agree with this statement? Do you...? **READ 1-6 c246**

1	Fully disagree	4	Tend to agree
2	Disagree in most cases	5	Agree in most cases
3	Tend to disagree	6	Fully agree

50a. What percent of your establishment's sales are pre-paid? **c247a**

%

50b. What percent of your establishment's sales are sold on credit? **c247b**

%

50c. What percent of your sales to private customers involve overdue payments? **c247c**

%

50d. What percent of your sales to government agencies or state-owned enterprises involve overdue payments? **c247d**

%

50e. How long does it typically take to resolve an overdue payment? **c247e**

Weeks

50f. Over the last 2 years, what percent of your establishment's disputes over payments were resolved by court action? **c247f**

%

50g. On average, how many weeks did those court cases take to resolve? **c247g**

weeks

8. CRIME

51. Please estimate your establishment's costs (as a percent of its total sales) of providing:

a. Security (equipment, personnel, or professional security service)?	c248a %
b. Protection payments (e.g. to organized crime to prevent violence)?	c248b %

52a. Please estimate the losses (as a percentage of total sales) of theft, robbery, vandalism or arson against your establishment in the last year?

C249a %

52b. What share of the incidents did you report to the police?

C249b %

52c. Of these reported incidents, what share was solved (the perpetrator was caught, etc.)?

C249c %

52d. What percentage of the loss was from employee theft? **PERCENTAGE OF THE LOSS**

q52d %

9. CAPACITY, INNOVATION, LEARNING

53a. What was this establishment's average capacity utilization over the last year? (Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)

i). 2002

c250 %

ii.) 2003

c250_03

53b. For how many weeks was your establishment closed in 2002 and 2003?

i). 2002

q53b_02

weeks

ii.) 2003

q53b_03

weeks

53c. Over the last year, how many hours per week did your establishment normally operated? (hours/week)

q53c

Hours per week

53d. How many shifts does your establishment usually operate?

Q53b

Enumerator fill in:

Hrs

q53b_hrs x

Q53b_shft

shifts

54. How much have your sales changed (grown or declined) in each of the last 3 fiscal years?

(Circle "+" for growth, "-" for decline.)

2000

+

-

c25100 %

2001

+

-

c25101 %

2002

+

-

c25102 %

55. Approximately what share of net profits was re-invested in your establishment last year (that is, not distributed to owners or shareholders)?

c252 %

(-222 = No profit)

56a. How many products does your establishment produce?

c253a

56b. How many new products (i.e. those that involve a significant change in the production process) has your establishment introduced in the last three years?

c253b

57. Does your establishment use (production) technology licensed from a foreign-owned company? **c254**

Yes	1
No	2

58. Right now, how many months ahead has the management of your enterprise planned its activities with regard to:

a. Product mix and target markets	c255a	months
b. Human resources	c255b	months
c. Investments	c255c	months

59. Thinking of your main product line or main line of services and comparing your production process with that of your closest competitor, which of the following best summarizes your position: **SELECT ONE. c256**

1. My firm's technology is less advanced than that of its main competitor	1
2. My firm's technology is about the same as that of its main competitor	2
3. My firm's technology is more advanced than that of its main competitor	3

60. Has your firm received an ISO management certification? (e.g. 9000/1/2 or 14000) **c257**

Yes	1
No	2

61. Has your company undertaken any of the following initiatives in the last three years?

	Undertaken	
	Yes	No
1. Developed a major new product line	c2581	
2. Upgraded an existing product line	c2582	
3. Introduced new technology that has substantially changed the way that the main product is produced	c2583	
4. Discontinued at least one product (not production) line	c2584	
5. Opened a new plant	c2585	
6. Closed at least one existing plant or outlet	c2586	
7. Agreed a new joint venture with foreign partner	c2587	
8. Obtained a new licensing agreement	c2588	
9. Outsourced a major production activity that was previously conducted in-house	c2589	
10. Brought in-house a major production activity that was previously outsourced	c25810	

62. Over the last two years, what were the leading ways in which your establishment acquired technological innovations? Please identify which of the following is...? **READ 1 through 12:**

i. the most important?

c2591

ii. the second most important?

c2592

iii. the third most important?

c2593

Embodied in new machinery or equipment	1	Developed in cooperation with client firms	7
By hiring key personnel	2	Developed with equipment or machinery supplier	8
Licensing or turnkey operations from international sources	3	From a business or industry association	9
Licensing or turnkey operations from domestic sources	4	Trade Fairs and/or Study Tours	10
Developed or adapted within the establishment locally	5	Consultants	11
Transferred from parent company	6	From universities, public institutions	12

63. Which of the following is the most important influence on your establishment to reduce the production costs of existing products or services? Pressure from: **READ 1-6 c260**

domestic competitors	1	Shareholders	4
foreign competitors	2	Creditors	5
Customers	3	government or government agencies	6

64. Which of the following is the most important influence on your establishment to develop new products or services and markets? Pressure from: **READ 1-6 c261**

domestic competitors	1	Shareholders	4
foreign competitors	2	Creditors	5
Customers	3	government or government agencies	6

10. LABOR RELATIONS

65. The following table refers only to **permanent** workers of your plant:

	a. Total	b. Management	c. Professionals	d. Skilled Production Workers	e. Unskilled Production Workers	f. Non-production workers
1. Ave. number of workers during fiscal year 2000	c262a00					
2. Ave. number of workers during fiscal year 2001	c262a01	c262b01	c262c01	c262d01	c262e01	c262f01
3. Ave. number of workers during fiscal year 2002	c262a02	c262b02	c262c02	c262d02	c262e02	c262f02
4. of which: % female	c262a1 %	c262b1 %	c262c1 %	c262d1 %	c262e1 %	c262f1 %
5. Ave. wage	R q65a5	q65b5	q65c5	q65d5	q65e5	q65f5
6. Cost of taxes on labour	R q65a6	q65b6	q65c6	q65d6	q65e6	q65f6
7. Total wages	R c262a2	c262b2	c262c2	c262d2	c262e2	c262f2
8. Total compensation*	R c262a3	c262b3	c262c3	c262d3	c262e3	c262f3

*Wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance)

66. The following table refers only to **temporary** workers of your plant:

	FY 2002	FY 2001	FY 2000
a. Average number of temporary workers employed:	c263a02	c263a01	c263a00
b. Of which, average number of female workers	c263b02	c263b01	c263b00
c. Average length of employment for each worker (months)	c263c02	c263c01	c263c00
d. Average wage of temporary workers	R q66d02	q66d01	q66d00
e. Total compensation of all temporary workers (wages and benefits)	R c263d02	c263d01	c263d00

67. What percent of your **permanent** management, professional and skilled production workers are **foreign** nationals?

c264 %

68a. In 2002, how many new employees did your plant hire?

c265a (number)

68b. In 2002, how many employees from your plant:

1. were dismissed or laid off?	c265b1	(number)
2. left due to sickness or died?	c265b2	(number)
3. left for other reasons?	c265b3	(number)

69a. Within the last two years, how much time did it take to fill your most recent vacancy through external recruitment for a:

1. skilled worker?	c2661 weeks	N / A
2. unskilled or service worker?	c2662 weeks	N / A

69b. On average, how long does it take to obtain permission from the government to hire an expatriate?

q69b Days

69c. On average, how much does it cost to obtain an expatriate work permit or visa?

R **q69c**

69d. Does your firm conduct this procedure itself or do you hire an agent to obtain expatriate permits? **q69d**

Hire an agent	1
Does it itself	2

70a. Do you offer formal (beyond "on the job") training to your permanent employees? **c267a**

Yes	1	→ ASK Q70b to Q70c.
No	2	→ ASK Q70d.

70b. **IF YES:** What percentage of your total permanent employees received formal training in 2002?

Skilled	Unskilled
c267b1 %	c267b2 %

70c. **IF YES:** What was the average number of weeks of training for each employee (in weeks)?

Skilled	Unskilled
c267c1	c267c2

70d. **IF NO:** If no formal training was undertaken, what were the constraints to formal training?

	Yes	No
a. Cannot define/prioritise training needs q70da	1	2
b. Lack of training institutions for external needs q70db	1	2
c. Lack of training by chambers of industry, business associations for external training q70dc	1	2
d. Cannot identify competent trainers for internal training q70dd	1	2
e. Cannot afford formal internal or external training q70de	1	2
f. Lack of government incentives for training q70df	1	2
g. Staff are uninterested in learning new skills q70dg	1	2
h. Too risky – trained staff may leave q70dh	1	2
i. Too risky – unsure of continuing demand for new skills q70di	1	2
j. No need – staff can train on the job q70dj	1	2
k. No need – can hire staff from other firms q70dk	1	2

71. What percent of your workforce is unionised?

c268 %

72. How many days of production last year did you lose due to:

a. strikes or other labour disputes?	c269a	days
b. civil unrest?	c269b	days
c. employee absenteeism due to illness, death, funerals?	c269c	days

73a. What percent of the workforce at your establishment have the following education levels?

a. Less than 6 years ("some elementary")	c270a %
b. 6-9 years	c270b %
c. 10-12 years	c270c %
d. More than 12 years (some university or higher)	c270d %
	100 %

73b. Of those who did not complete primary school, what percent is female?

c270a1 % Percent female

74. What is the highest level of education of the top manager? **c271**

1	Did not complete secondary school	4	Some university training
2	Secondary School	5	Graduate degree (BA, BSc etc.)
3	Vocational Training	6	Post graduate degree (Ph D, Masters)

75. What percent of the senior management is male?

c272 %

76a. How many years of experience working in this sector did the top manager have before running this establishment?

c273 Years

76b. Of these, how many years were with a domestic firm?

c273a Years

76c. Of these, how many years were with a foreign firm?

c273b Years

76d. Did any of these prior firms export? **c273c**

Yes	1
No	2

11. SECTION II: PRODUCTIVITY

77. Please provide the following information on your establishment's production, sales and expenses.

Value in thousands of Rands			
	2002	2001	2000
a. Total Sales	c274a02	c274a01	c274a00
b. Direct raw material costs (excluding fuel)	c274b02	c274b01	c274b00
c. Total Market Value of Production*	c274c02	c274c01	c274c00
d. Total Purchases of raw materials (excluding fuel)	c274d02	c274d01	c274d00
Consumption of energy :	c274e02	c274e01	c274e00
e. Electricity	c274f02	c274f01	c274f00
f. Fuels	c274g02	c274g01	c274g00
g. Other	c274h02	c274h01	c274h00
h. % of energy costs to run generator	c274i02	c274i01	c274i00
Manpower costs:	c274j02	c274j01	c274j00
i. Wages and salaries	c274k02	c274k01	c274k00
j. Allowances, bonuses and other benefits	c274l02	c274l01	c274l00
k. Interest charges and financial fees	c274m02	c274m01	c274m00
l. Other costs (i.e.: overhead expenses, selling and general administration expenses, design dept., etc.)	c274n02	c274n01	c274n00

* Market value of production = (total number of units produced) x (unit sales price)

78. What was your establishment's sales revenue in thousands of Rands five years ago:

R c275

79. How much did your establishment spend on additional machinery, equipment, vehicles, land, buildings?

	2002		2001		2000	
	amount ('000 Rand)	of which % imported	amount ('000 Rand)	of which % imported	amount ('000 Rand)	of which % imported
a. New machinery and equipment	R c276a02	c276e02 %	R c276a01	c276e01 %	R c276a00	c276e00 %
b. Second hand machinery & equipment	R c276b02	c276f02 %	R c276b01	c276f01 %	R c276b00	c276f00 %
c. Land, buildings, improvement in leasehold	R c276c02		R c276c01		R c276c00	
d. Vehicles	R c276d02		R c276d01		R c276d00	

80a. Of this, was any of it spent on creating a new establishment? c277a

Yes	1	→ ASK Q80b.
No	2	→ GO TO Q81.

80b. **If yes:** How much in fiscal year 2002?

R c277b

81. Please give the value (in thousands of Rands) of any equipment or property your establishment sold.

	2002	2001	2000
a. Machinery and equipment	R c278a02	R c278a01	R c278a00
b. Land and buildings or leasehold	R c278b02	R c278b01	R c278b00
c. Vehicles	R c278c02	R c278c01	R c278c00

82. How much did the following cost **your establishment** in thousands of Rands during the fiscal year of ...?

	2002	2001	2000
a. Rent for machinery and equipment (if owned, please enter value of depreciation)	c279a02	c279a01	c279a00
b. Rent for land or buildings (if owned, please enter value of depreciation)	c279b02	c279b01	c279b00
c. Rent (lease) of vehicles	c279c02	c279c01	c279c00
d. Royalty or license fees	c279d02	c279d01	c279d00

83. How much did your establishment spend on design or R&D in 2002? [*Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.*]

R c280

(thousand Rands)

84. Please provide information on the following balance sheet items for your establishment:

Value in thousand Rands as of end of the fiscal year of			
	2002	2001	2000
a. Total Assets	c281a02	c281a01	c281a00
b. Property, Plant and Equipment:	c281b02	c281b01	c281b00
Gross Value (Acquisition cost)	c281c02	c281c01	c281c00
c. Machinery and equipment (including transport)	c281d02	c281d01	c281d00
d. Land, buildings and leasehold improvement	c281e02	c281e01	c281e00
Net book value	c281f02	c281f01	c281f00
e. Machinery and equipment (including transport)	c281g02	c281g01	c281g00
f. Land, buildings and leasehold improvement	c281h02	c281h01	c281h00
Current Assets:	c281i02	c281i01	c281i00
Inventories and stocks	c281j02	c281j01	c281j00
g. Finished goods	c281k02	c281k01	c281k00
h. Work-in-progress	c281l02	c281l01	c281l00
i. Raw materials excluding fuel	c281m02	c281m01	c281m00
j. Fuel	c281n02	c281n01	c281n00
k. Accounts receivable	c281o02	c281o01	c281o00
l. Cash on hand and in bank	c281p02	c281p01	c281p00
m. Other	c281q02	c281q01	c281q00

85. Please provide information on the structure of your establishment's liabilities:

Value in thousands of Rands as of end of the fiscal year of			
	2002	2001	2000
a. Total Liabilities	c282a02	c282a01	c282a00
b. Long-term liabilities (i.e. more than 1 year)	c282b02	c282b01	c282b00
c. Short-term liabilities (i.e. one year or less)	c282c02	c282c01	c282c00
d. Of which: payables	c282d02	c282d01	c282d00
e. Equity – Share Capital	c282e02	c282e01	c282e00
f. Retained Earnings (Reserves and Surplus)	c282f02	c282f01	c282f00

(Note: Total Assets must equal Total Liabilities)

12. HIV / AIDS

86a. Has the HIV/AIDS epidemic adversely impacted on your firm's fixed investment decisions? q86a

Yes	1	→ ASK Q86b.
No	2	→ GO TO Q87.
Positive impact	3	→ GO TO Q87.

86b. **IF YES:** Indicate the seriousness of the adverse impact of the HIV/AIDS epidemic on your firm's fixed investment decisions. **CIRCLE APPROPRIATE CODE.** q86b

No impact	Very little impact	Moderate impact	Strong impact	Prohibitive impact
0	1	2	3	4

87. Indicate how serious the HIV/AIDS epidemic has affected labour productivity in your firm. **CIRCLE APPROPRIATE CODE.** q87

No effect	0-2% decline	2-5% decline	5-10% decline	More than 10% decline
0	1	2	3	4

88. Indicate what share of your firm's profits has been lost due to the impact of the HIV/AIDS epidemic.
CIRCLE APPROPRIATE CODE. q88

None	0-5% decline	5-10% decline	10-20% decline	20-50% decline	More than 50%
0	1	2	3	4	5

89a. Indicate what percentage of your firm's workforce has been affected with the HIV virus.

1. Highly skilled workers	q89a1 %
2. Skilled workers	q89a2 %
3. Semi- & unskilled workers	q89a3 %

89b. Indicate what percentage of your firm's workforce is suffering from full-blown AIDS.

1. Highly skilled workers	q89b1 %
2. Skilled workers	q89b2 %
3. Semi- & unskilled workers	q89b3 %

90a. Has the HIV/AIDS epidemic adversely impacted on your firm? **q90a**

Yes	1	→ ASK Q90b.
No	2	→ GO TO Q91.

90b. Indicate how the HIV/AIDS epidemic has adversely impacted on your firm? Express impact as a percentage.
CIRCLE APPROPRIATE CODES.

	0%	0-2%	2-5%	5-10%	10-20%	More than 20%
a. Lower productivity q90ba	0	1	2	3	4	5
b. Increased labour turnover q90bb	0	1	2	3	4	5
c. Increased absenteeism q90bc	0	1	2	3	4	5
d. Increased medical costs q90bd	0	1	2	3	4	5
e. Other (specify): q90be _____ q90bex	0	1	2	3	4	5

91. Express the monetary costs that your firm has suffered due to the impact of the HIV/AIDS epidemic as a percentage of your firm's annual wage & salary bill.
CIRCLE APPROPRIATE CODES.

	0%	0-2%	2-5%	5-10%	10-20%	More than 20%
a. Direct costs (e.g. pension, medical & disability employee benefits costs, etc.) q91a	0	1	2	3	4	5
b. Indirect costs (e.g. costs related to q91b absenteeism, recruitment & training, HIV/AIDS prevention programmes, etc.)	0	1	2	3	4	5

92a. Has your firm taken active steps to manage the impact of the HIV/AIDS epidemic on your firm? **q92a**

Yes	1	→ ASK Q92b
No	2	→ CLOSE INTERVIEW

92b. **IF YES:** Indicate the degree of success with your company's HIV/AIDS programme.
CIRCLE APPROPRIATE CODE. q92b

No success	Very little success	Moderate success	Good results	Excellent results
0	1	2	3	4

THANK YOU FOR YOUR TIME.

INTERVIEWER RECORD: Time interview ended HH : MM

