

# Kosovo - Enterprise Survey 2013

**World Bank, European Bank for Reconstruction and Development**

Report generated on: June 18, 2014

Visit our data catalog at: <http://ddghhsn01/index.php>



# Sampling

## Sampling Procedure

---

The sample was selected using stratified random sampling technique. Three levels of stratification were used: industry, establishment size, and region.

Industry was stratified into one manufacturing and two service sectors (retail, and other services).

Size stratification was defined following the standardized definition for the roll-out: small (5 to 19 employees), medium (20 to 99 employees), and large (more than 99 employees). For stratification purposes, the number of employees was defined on the basis of reported permanent full-time workers. This seems to be an appropriate definition of the labor force since seasonal/casual/part-time employment is not a common practice, except in the sectors of construction and agriculture.

Regional stratification was defined in 7 regions (city and the surrounding business area) throughout Kosovo.

The sample frame was from Kosovo Business Registraton Agency and Serbian Business Registers Agency. The enumerated establishments were then used as the frame for the selection of a sample with the aim of obtaining interviews at 200 establishments with five or more employees.

Given the impact that non-eligible units included in the sample universe may have on the results, adjustments may be needed when computing the appropriate weights for individual observations. The percentage of confirmed non-eligible units as a proportion of the total number of sampled establishments contacted for the survey was 32.4% (212 out of 655 establishments).

In the dataset, the variables a2 (sampling region), a6a (sampling establishment's size), and a4a (sampling sector) contain the establishment's classification into the strata chosen for each country using information from the sample frame. Variable a4a coded using ISIC Rev 3.1 codes for the chosen industries for stratification. These codes include most manufacturing industries (15 to 37), retail (52), and (45, 50, 51, 55, 60-64, 72) for other services.

## Response Rate

---

Survey non-response must be differentiated from item non-response. The former refers to refusals to participate in the survey altogether, while the latter refers to the refusals to answer some specific questions. Enterprise Surveys suffer from both problems and different strategies were used to address these issues.

Item non-response was addressed by two strategies:

- a- For sensitive questions that may generate negative reactions from the respondent, such as corruption or tax evasion, enumerators were instructed to collect the refusal to respond as a different option from "don't know".
- b- Establishments with incomplete information were re-contacted in order to complete this information, whenever necessary.

Survey non-response was addressed by maximizing efforts to contact establishments that were initially selected for interview. Attempts were made to contact the establishment for interview at different times/days of the week before a replacement establishment (with similar strata characteristics) was suggested for interview. Survey non-response did occur but substitutions were made in order to potentially achieve strata-specific goals.

The number of realized interviews per contacted establishments was 0.3. This number is the result of two factors: explicit refusals to participate in the survey, as reflected by the rate of rejection (which includes rejections of the screener and the main survey) and the quality of the sample frame, as represented by the presence of ineligible units. The number of rejections per contact was 0.15.

## Weighting

---

For some units it was impossible to determine eligibility because the contact was not successfully completed. Consequently, different assumptions as to their eligibility result in different universe cells' adjustments and in different sampling weights. Three sets of assumptions were considered:

- a- Strict assumption: eligible establishments are only those for which it was possible to directly determine eligibility.

b- Median assumption: eligible establishments are those for which it was possible to directly determine eligibility and those that rejected the screener questionnaire or an answering machine or fax was the only response. Median weights are used for computing indicators on the [www.enterprisesurveys.org](http://www.enterprisesurveys.org) website.

c- Weak assumption: in addition to the establishments included in points a and b, all establishments for which it was not possible to finalize a contact are assumed eligible. This includes establishments with dead or out of service phone lines, establishments that never answered the phone, and establishments with incorrect addresses for which it was impossible to find a new address. Note that under the weak assumption only observed non-eligible units are excluded from universe projections.

# Questionnaires

## Overview

---

The structure of the data base reflects the fact that three different versions of the questionnaire were used. The basic questionnaire, the Core Module, includes all common questions asked to all establishments from all sectors. The second expanded variation, the Manufacturing Questionnaire, is built upon the Core Module and adds some specific questions relevant to manufacturing sectors. The third expanded variation, the Retail Questionnaire, is also built upon the Core Module and adds to the core specific questions relevant to retail firms. Each variation of the questionnaire is identified by the index variable a0.

# Data Collection

## Data Collection Dates

Start	End	Cycle
2012-12	2013-10	N/A

## Data Collection Mode

Face-to-face [f2f]

### DATA COLLECTION NOTES

Private contractors conduct the Enterprise Surveys on behalf of the World Bank. Due to sensitive survey questions addressing business-government relations and corruption-related topics, private contractors are preferred over any government agency or an organization associated with government, and are hired by the World Bank to collect the data.

The Enterprise Surveys are implemented following a two-stage procedure. In the first stage, a screener questionnaire is applied over the phone to determine eligibility and to make appointments; in the second stage, a face-to-face interview takes place with the Manager/Owner/Director of each establishment. Sometimes the survey respondent calls company accountants and human resource managers into the interview to answer questions in the sales and labor sections of the survey.

All Enterprise Surveys are conducted in local languages.

IPSOS was hired to implement the survey. There were local subcontractors in each of the seven regions surveyed.

## Data Collectors

Name	Abbreviation	Affiliation
IPSOS		

# Data Processing

## Data Editing

---

Data entry and quality controls are implemented by the contractor and data is delivered to the World Bank in batches (typically 10%, 50% and 100%). These data deliveries are checked for logical consistency, out of range values, skip patterns, and duplicate entries. Problems are flagged by the World Bank and corrected by the implementing contractor through data checks, callbacks, and revisiting establishments.

## Data Appraisal

No content available



## File Description

## Variable List

## kosovo\_2013\_full\_data

### Content

Cases	202
Variable(s)	388
Structure	Type: Keys: ()
Version	
Producer	
Missing Data	

## Variables

ID	Name	Label	Type	Format	Question
V1	idstd	WEB STD FIRMID	discrete	numeric	
V2	id		discrete	character	
V3	a0	Questionnaire module	discrete	numeric	
V4	a1	Country code	discrete	numeric	
V5	a1a	Interview language	discrete	numeric	
V6	a2	Sampling region	discrete	numeric	
V7	a3a	Screener region	discrete	numeric	
V8	a3b	Official capital city?	discrete	numeric	Is this city the official capital city?
V9	a3c	Main business city?	discrete	numeric	Is this city the main business city?
V10	a3	Size of locality	discrete	numeric	
V11	a4a	Industry sampling sector	discrete	numeric	
V12	a4b	Industry screener sector	discrete	numeric	
V13	a5	Sector match between screener information and sample frame	discrete	numeric	Sector match between screener information and sample frame
V14	a6a	Sampling size	discrete	numeric	
V15	a6b	Screener size	discrete	numeric	
V16	a7	Establishment part of a larger firm?	discrete	numeric	
V17	a7a	Number of establishments that form the firm	discrete	numeric	
V18	a8	Type of establishment	discrete	numeric	Type of establishment
V19	a9	Establishment's financial statements prepared separately from HQ statements	discrete	numeric	
V20	a10	Establishment's fin. statements prepared separately from other establishmen	discrete	numeric	
V21	a11	If HQ	discrete	numeric	
V22	a11a	Number of establishments included in the financial statements kept in HQ	discrete	numeric	Number of establishments - counting the headquarters - included in the financial statements kept in HQ
V23	a12	Inteviewer number	discrete	numeric	Interviewer code
V24	a13	aSupervisor number	discrete	numeric	Supervisor code

ID	Name	Label	Type	Format	Question
V25	a14d	Time face-to-face main interview starts: Day	discrete	numeric	Date face-to-face interview begins: Day (dd)
V26	a14m	Time face-to-face main interview starts: Month	discrete	numeric	Date face-to-face interview begins: Month (mm)
V27	a14y	Time face-to-face main interview starts: Year	discrete	numeric	Date face-to-face interview begins: Year (yyyy)
V28	a14h	Time face-to-face main interview starts: Hour	discrete	numeric	Time face-to-face interview begins: Hour (00 to 23)
V29	a14min	Time face-to-face main interview starts: Minutes	discrete	numeric	Time face-to-face interview begins: Minutes (00 to 59)
V30	b1	Firm's current legal status	discrete	numeric	What is this firm's current legal status?
V31	b1x	Firm's current legal status (Other)	discrete	character	What is this firm's current legal status?
V32	b3	% of this firm owned by the largest owner(s)	discrete	numeric	What percent of this firm does the largest owner or owners own?
V33	b2a	% owned by private domestic individuals	discrete	numeric	What percent of this firm is owned by each of the following: Private domestic individuals, companies or organizations
V34	b2b	% owned by private foreign individuals	discrete	numeric	What percent of this firm is owned by each of the following: Private foreign individuals, companies or organizations
V35	b2c	% owned by Government/State	discrete	numeric	What percent of this firm is owned by each of the following: Government/State
V36	b2d	% owned by Other	discrete	numeric	What percent of this firm is owned by each of the following: Other
V37	b4	Amongst the owners of the firm	discrete	numeric	Amongst the owners of the firm, are there any females?
V38	b4a	What percentage of the firm is owned by females?	discrete	numeric	What percentage of the firm is owned by females?
V39	ECAq5	How was the firm established?	discrete	numeric	How was this firm established?
V40	ECAq5x	How was the firm established (Other)	discrete	character	How was this firm established?
V41	b5	In what yr did this establishment begin operations?	discrete	numeric	In what year did this establishment begin operations?
V42	b6	Full-time employees employed by the establishment at the start of operations	discrete	numeric	How many full-time employees did this establishment employ when it started operations? Please include all employees and managers
V43	b6a	Establishment formally registered when it began operations?	discrete	numeric	Was this establishment formally registered when it began operations?
V44	b6b	Year of formal registration of the establishment	discrete	numeric	In what year was this establishment formally registered?
V45	b7	Top Manager's number of yrs of experience working in this sector	discrete	numeric	How many years of experience working in this sector does the Top Manager have?
V46	b7a	Female Top Manager?	discrete	numeric	Is the Top Manager female?
V47	b8	Have an internationally-recognized quality certification?	discrete	numeric	Does this establishment have an internationally-recognized quality certification?
V48	c3	Submit application to obtain an electrical connection over last 2 yrs?	discrete	numeric	Over the last two years, did this establishment submit an application to obtain an electrical connection?

ID	Name	Label	Type	Format	Question
V49	c4	Number of days it took to obtain electrical connection	discrete	numeric	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?
V50	c5	Informal gift/ payment expected/requested to obtain electrical connection?	discrete	numeric	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
V51	c6	Power outages over last fiscal yr?	discrete	numeric	Over fiscal year [insert last complete fiscal year], did this establishment experience power outages?
V52	c7	Number of power outages over last fiscal yr	discrete	numeric	In a typical month, over fiscal year [insert last complete fiscal year], how many power outages did this establishment experience?
V53	c8	Average duration of power outages	discrete	numeric	How long did these power outages last on average?
V54	c9a	% of total annual sales lost due to power outages	discrete	numeric	Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses. Loss as percent of total annual sales due to power outages
V55	c9b	Annual losses due to power outages (LCU)	discrete	numeric	Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses. Annual losses due to power outages
V56	c10	Own or share a generator over last fiscal yr?	discrete	numeric	Over the course of fiscal year [insert last complete fiscal year], did this establishment own or share a generator?
V57	c11	% of establishment's electricity from generator(s) owned/shared	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?
V58	c12	Submit application to obtain a water connection over last 2 yrs?	discrete	numeric	Over the last two years, did this establishment submit an application to obtain a water connection?
V59	c13	Number of days it took to obtain water connection	discrete	numeric	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?
V60	c14	Informal gift/ payment expected/requested to obtain water connection?	discrete	numeric	In reference to that application for a water connection, was an informal gift or payment expected or requested?
V61	c15	Insufficient water supply for production over last fiscal yr?	discrete	numeric	Over fiscal year [insert last complete fiscal year], did this establishment experience insufficient water supply for production?
V62	c16	Insufficient water supply over last fiscal yr	discrete	numeric	In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of insufficient water supply did this establishment experience?
V63	c17	Average duration of incidents of insufficient water supply	discrete	numeric	How long did these incidents of insufficient water supply last on average?
V64	c22a	Use e-mail to communicate with clients or suppliers?	discrete	numeric	At the present time, does this establishment use e-mail to communicate with clients or suppliers?
V65	c22b	Have its own website?	discrete	numeric	At the present time, does this establishment have its own website?

ID	Name	Label	Type	Format	Question
V66	c23	High-speed Internet connection on establishment's premises?	discrete	numeric	Does this establishment have a high-speed Internet connection on its premises?
V67	c28	Does this establishment currently use cell phones for the operations of thi	discrete	numeric	Does this establishment currently use cell phones for the operations of the establishment?
V68	c30a	Electricity - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment?
V69	ECAc31a1	Change in total costs if electricity no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?
V70	ECAc31a2	Expected % increase in total costs - electricity no obstacle	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V71	ECAc31a3	Expected % decrease in total costs - electricity no obstacle	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V72	c30b	Telecommunications - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment?
V73	d1a1x	Establishment's main product/service last fiscal yr	discrete	character	In fiscal year [insert last complete fiscal year], what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?
V74	d1a2	The 4-digit ISIC code that best applies to the main product/service	discrete	numeric	
V75	d1a3	Share of main product/service in total sales	discrete	numeric	What percentage of total sales does the main product represent?
V76	d2	Total annual sales last fiscal yr (LCU)	discrete	numeric	In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales?
V77	d2x	Total annual sales last fiscal yr (string)	discrete	character	In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales for all products and services?
V78	n3	Total annual sales 3 yrs ago (LCU)	discrete	numeric	In fiscal year [insert three complete fiscal years ago], three fiscal years ago, what were total annual sales for this establishment?
V79	d3a	National sales as a % of total annual sales	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were: National sales
V80	d3b	Indirect exports as a % of total annual sales	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were: Indirect exports (sold domestically to third party that exports products)
V81	d3c	Direct exports as a % of total annual sales	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were: Direct exports
V82	d4	Average number of days to clear customs in last fiscal yr (direct export)	discrete	numeric	In fiscal year [insert last complete fiscal year], 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?

ID	Name	Label	Type	Format	Question
V83	d6	% of value of products exported directly lost in transit - theft	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of theft?
V84	d7	% of value of products exported directly lost in transit - breakage/spoilage	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?
V85	d8	Year of exporting directly or indirectly for the first time	discrete	numeric	In which year did this establishment first export directly or indirectly?
V86	d10	% of value of products for domestic markets lost in transit - theft	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?
V87	d11	% of value of products for domestic markets lost in transit - breakage/spoi	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?
V88	ECAq15a	% of national sales to government/government agencies	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of your national sales were to government or government agencies, excluding state-owned enterprises?
V89	d12a	Domestic material inputs or supplies as a % of all material inputs or supp	discrete	numeric	In fiscal year [insert last complete fiscal year], as a proportion of all of the material inputs or supplies purchased that year, what percent of this establishment's material inputs or supplies were: Material inputs or supplies of domestic origin
V90	d12b	Foreign material inputs or supplies as a % of all material inputs or suppl	discrete	numeric	In fiscal year [insert last complete fiscal year], as a proportion of all of the material inputs or supplies purchased that year, what percent of this establishment's material inputs or supplies were: Material inputs or supplies of foreign origin
V91	d13	Direct import of material inputs or supplies purchased in last fiscal yr?	discrete	numeric	Were any of the material inputs or supplies purchased in fiscal year [insert last complete fiscal year], imported directly?
V92	d14	Average number of days to clear customs in last fiscal yr (direct import)	discrete	numeric	In fiscal year [insert last complete fiscal year], when this establishment imported material inputs or supplies (from outside the EU for European Union members), how many days did it take on average from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
V93	d16	Average days of inventory of most important input	discrete	numeric	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?
V94	d17	At the present time	discrete	numeric	At the present time, when this establishment receives its main sales item, on average, how many days of inventory measured in days of sales, does this establishment keep?
V95	d30a	Transport - obstacle to current operations	discrete	numeric	Is transport No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

ID	Name	Label	Type	Format	Question
V96	d30b	Customs and trade regulations - obstacle to current operations	discrete	numeric	Are customs and trade regulations No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
V97	ECAd31b1	Change in total costs if customs and trade regulations are no longer a	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?
V98	ECAd31b2	Expected % increase in total costs - customs and trade regulations no	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V99	ECAd31b3	Expected % decrease in total costs - customs and trade regulations no	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V100	e1	Main market for the main product/service in last fiscal yr	discrete	numeric	In fiscal year [insert last complete fiscal year], which of the following was the main market in which this establishment sold its main product?
V101	e2b	Competitors for the main product/service in the main market	discrete	numeric	In fiscal year [insert last complete fiscal year], for the main market in which this establishment sold its main product or service, how many competitors did this establishment?s main product or service face?
V102	e6	Technology licensed from a foreign-owned company	discrete	numeric	Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?
V103	e11	Competition against unregistered or informal firms?	discrete	numeric	Does this establishment compete against unregistered or informal firms?
V104	ECAq53	National	discrete	numeric	Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?
V105	e30	Practices of informal competitors - obstacle to current operations	discrete	numeric	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?
V106	h1	New products/services introduced over last 3 yrs	discrete	numeric	During the last three years, has this establishment introduced new or significantly improved products or services? Please exclude the simple resale of new goods purchased from others and changes of a solely aesthetic nature.
V107	h2	New products/services new to one of the establishment's markets?	discrete	numeric	Were any of the new or significantly improved products or services of this establishment new to one of this establishment's markets?
V108	h3	New production/supply methods introduced over last 3 yrs	discrete	numeric	During the last three years, has this establishment introduced any new or significantly improved methods for the production or supply of products or services?
V109	h4	New organisational/management practices or structures introduced over last 3	discrete	numeric	During the last three years, has this establishment introduced any new or significantly improved organizational or management practices or structures?
V110	h5	New marketing methods introduced over last 3 yrs	discrete	numeric	During the last three years, has this establishment introduced new or significantly improved marketing methods?



ID	Name	Label	Type	Format	Question
V111	h6	Spending on R&D	discrete	numeric	During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?
V112	ECAh4	During the last three years	discrete	numeric	During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?
V113	ECAh8	During the last three years	discrete	numeric	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?
V114	f1	Capacity utilisation in last fiscal yr	discrete	numeric	In fiscal year [insert last complete fiscal year], what was this establishment's output produced as a proportion of the maximum output possible if using all facilities available (capacity utilization)?
V115	f2	Typical hours of operation in a week	discrete	numeric	In fiscal year [insert last complete fiscal year], how many hours per week did this establishment normally operate?
V116	g1a	Land - % owned by this establishment	discrete	numeric	Of the land occupied by this establishment, what percent is: Owned by this establishment
V117	g1b	Land - % rented or leased by this establishment	discrete	numeric	Of the land occupied by this establishment, what percent is: Rented or leased by this establishment
V118	g1c	Land - % Other	discrete	numeric	Of the land occupied by this establishment, what percent is: Other
V119	g2	Submit application to obtain a construction-related permit over last 2 yrs?	discrete	numeric	More specifically, over the last two years, did this establishment submit an application to obtain a construction-related permit?
V120	g3	Number of days it took to obtain a construction-related permit	discrete	numeric	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?
V121	g4	Informal gift/ payment expected/requested to obtain construction-related per	discrete	numeric	In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?
V122	g5a	What is the total selling area of this establishment? - Area	discrete	numeric	What is the total selling area of this establishment?
V123	g5b	What is the total selling area of this establishment? - Units	discrete	numeric	What is the total selling area of this establishment? SPECIFY UNITS
V124	g5bx	Other	discrete	character	What is the total selling area of this establishment? SPECIFY UNITS
V125	g6a	Buildings occupied - % owned by this establishment	discrete	numeric	Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? Owned by this establishment
V126	g6b	Buildings occupied - % rented or leased by this establishment	discrete	numeric	Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? Rented or leased by this establishment
V127	g6c	Buildings occupied - % Other	discrete	numeric	Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? Other

ID	Name	Label	Type	Format	Question
V128	g30a	Access to land - obstacle to current operations	discrete	numeric	Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
V129	i1	Pay for security in last fiscal yr?	discrete	numeric	In fiscal year [insert last complete fiscal year], did this establishment pay for security, for example equipment, personnel, or professional security services?
V130	i2a	% of total annual sales for security	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security? Percent of total annual sales for security
V131	i2b	Total annual cost of security (LCU)	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security? Total annual cost of security
V132	i3	Losses as a result of theft	discrete	numeric	In fiscal year [insert last complete fiscal year], did this establishment experience losses as a result of theft, robbery, vandalism or arson?
V133	i4a	Losses due to theft	discrete	numeric	In fiscal year [insert last complete fiscal year], 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? Losses as percent of total annual sales
V134	i4b	Total annual value of losses due to theft	discrete	numeric	In fiscal year [insert last complete fiscal year], 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? Total annual value of losses
V135	i30	Crime	discrete	numeric	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment?
V136	ECAi31a1	Change in total costs if crime	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if crime, theft, and disorder is no longer an obstacle?
V137	ECAi31a2	Expected % increase in total costs - crime	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V138	ECAi31a3	Expected % decrease in total costs - crime	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V139	k1c	Paid after delivery - % of total annual purchases of material inputs/serv	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of material inputs or services were purchased on credit - paid after delivery?
V140	k2c	Paid after delivery - % of total annual sales of goods and services	discrete	numeric	In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales of its goods or services were: Paid for after delivery?
V141	k3a	Working capital - % Internal funds/Retained earnings	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

ID	Name	Label	Type	Format	Question
V142	k3bc	Working capital - % Borrowed from banks (private and state-owned)	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources? Borrowed from banks (private and state-owned)
V143	k3e	Working capital - % Borrowed from non-bank financial institutions	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources? Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies.
V144	k3f	Working capital - % Purchases on credit from suppliers	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources? Purchases on credit from suppliers and advances from customers
V145	k3hd	Working capital - % Other	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources? Other (moneylenders, friends, relatives, ...)
V146	k4	Purchase of fixed assets in last fiscal yr?	discrete	numeric	In fiscal year [insert last complete fiscal year], did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?
V147	n5a	Spending on purchases of machinery	discrete	numeric	In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of: Machinery, vehicles, and equipment (new or used)
V148	n5b	Spending on purchases of land and buildings (LCU)	discrete	numeric	In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of: Land and buildings
V149	k5a	Fixed assets - % Internal funds or retained earnings	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources? Internal funds or retained earnings
V150	k5i	Fixed assets - % Owners' contribution or issued new equity shares	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources? Owners' contribution or issued new equity shares
V151	k5bc	Fixed assets - % Borrowed from banks: private and state-owned	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: Borrowed from banks: private and state-owned
V152	k5e	Fixed assets - % Borrowed from non-bank financial institutions	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies

ID	Name	Label	Type	Format	Question
V153	k5f	Fixed assets - % Purchases on credit from suppliers	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: Purchases on credit from suppliers and advances from customers
V154	k5hdj	Fixed assets - % Other	discrete	numeric	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: Other (moneylenders, friends, relatives, bonds, etc.)
V155	ECAk4a	Leasing of fixed assets in last fiscal yr?	discrete	numeric	In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?
V156	k6	Checking or savings account?	discrete	numeric	Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?
V157	k7	Overdraft facility?	discrete	numeric	At this time, does this establishment have an overdraft facility?
V158	k8	Line of credit or a loan from a financial institution?	discrete	numeric	At this time, does this establishment have a line of credit or a loan from a financial institution?
V159	k9	Type of financial institution that granted the most recent line of credit/lo	discrete	numeric	Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
V160	ECAk9a	Bank that provided the most recent line of credit/loan	discrete	numeric	Which bank provided the most recent line of credit or loan?
V161	k10	Year of approval of the most recent line of credit/loan	discrete	numeric	Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?
V162	k11	Value of the most recent line of credit/loan at the time of approval (LCU)	discrete	numeric	Referring only to this most recent loan or line of credit, what was its value at the time of approval?
V163	ECAq46f	Currency of the most recent line of credit/loan	discrete	numeric	In what currency is the most recent line of credit or loan denominated?
V164	ECAq46fx	Currency of the most recent line of credit/loan (Other)	discrete	character	In what currency is the most recent line of credit or loan denominated? Other
V165	ECAq46d	Annual nominal interest rate of the most recent line of credit/loan	discrete	numeric	What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?
V166	ECAq46e	Original duration of the most recent line of credit/loan in months	discrete	numeric	What was the original duration of the most recent line of credit or loan in months?
V167	k13	Collateral required for the most recent line of credit/loan?	discrete	numeric	Referring only to this most recent loan or line of credit, did the financing require collateral?
V168	k14a	Collateral - Land	discrete	numeric	Referring only to this most recent loan or line of credit, what type of collateral was required? Land, buildings under ownership of the establishment
V169	k14b	Collateral - Machinery and equipment including movables	discrete	numeric	Referring only to this most recent loan or line of credit, what type of collateral was required? Machinery and equipment including movables

ID	Name	Label	Type	Format	Question
V170	k14c	Collateral - Accounts receivable and inventories	discrete	numeric	Referring only to this most recent loan or line of credit, what type of collateral was required? Accounts receivable and inventories
V171	k14d	Collateral - Personal assets of owner (house	discrete	numeric	Referring only to this most recent loan or line of credit, what type of collateral was required? Personal assets of owner (house, etc.)
V172	k14e	Collateral - Other forms of collateral not included in the categories above	discrete	numeric	Referring only to this most recent loan or line of credit, what type of collateral was required? Other forms of collateral not included in the categories above
V173	k15a	Approx. collateral value required for the most recent line of credit/loan	discrete	numeric	Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?
V174	ECAk15a1	Outstanding balance on the most recent line of credit/loan (LCU)	discrete	numeric	What is the outstanding balance on this most recent line of credit or loan?
V175	k15b	Total number of outstanding loans/lines of credit held by this establishment	discrete	numeric	What is the total number of outstanding loans or lines of credit held by this establishment?
V176	k15c	Total value of outstanding loans/lines of credit held by this establishment	discrete	numeric	What is the total value of outstanding loans or lines of credit held by this establishment?
V177	k15d	Outstanding personal loans used to finance establishment's business activities	discrete	numeric	At this time, does the owner of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?
V178	k16	Apply for any loans/lines of credit in last fiscal yr?	discrete	numeric	Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any loans or lines of credit?
V179	ECAk17	Main reason for not applying for line of credit/loan	discrete	numeric	What was the main reason why this establishment did not apply for any line of credit or loan?
V180	k20a	Outcome of the most recent application for line of credit/loan	discrete	numeric	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?
V181	k21	Annual financial statements checked and certified by an external auditor?	discrete	numeric	In fiscal year [insert last complete fiscal year], did this establishment have its annual financial statements checked and certified by an external auditor?
V182	k30	Access to finance - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment?
V183	ECAq31e	Plaintiff or defendant in court in the last 3 yrs?	discrete	numeric	Has this establishment been to court as a plaintiff or as a defendant in the last three years?
V184	h7a	H7a. "The court system is fair	discrete	numeric	I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. "The court system is fair, impartial and uncorrupted."

ID	Name	Label	Type	Format	Question
V185	ECAj1b	The court system is quick	discrete	numeric	I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. "The court system is quick."
V186	ECAj1c	The court system is able to enforce its decisions	discrete	numeric	I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. "The court system is able to enforce its decisions."
V187	j2	% Senior management's time spent on dealing with regulations	discrete	numeric	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/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]
V188	j3	Visited or inspected by tax officials over last yr?	discrete	numeric	Over the last year, was this establishment visited or inspected by tax officials?
V189	j4	Number of inspections by/required meetings with tax officials over last yr	discrete	numeric	Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?
V190	j5	Informal gift/payment expected/requested in meetings/tax inspections?	discrete	numeric	In any of these inspections or meetings was a gift or informal payment expected or requested?
V191	j6a	Secured or attempted to secure a government contract over last yr?	discrete	numeric	Over the last year, has this establishment secured or attempted to secure a government contract?
V192	j6	% of contract value typically paid to secure a government contract	discrete	numeric	When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?
V193	j7a	% of total annual sales paid as informal payment/gift	discrete	numeric	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 percent 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 of total annual sales paid as informal payment
V194	j7b	Total annual informal payment (LCU)	discrete	numeric	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 percent 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? Total annual informal payment
V195	j10	Submit application to obtain an import license over last 2 yrs?	discrete	numeric	Over the last two years, did this establishment submit an application to obtain an import license?

ID	Name	Label	Type	Format	Question
V196	j11	Number of days it took to obtain import license	discrete	numeric	Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?
V197	j12	Informal gift/ payment expected/requested to obtain import license?	discrete	numeric	In reference to that application for an import license, was an informal gift or payment expected or requested?
V198	j13	Submit application to obtain an operating license over last 2 yrs?	discrete	numeric	Over the last two years, did this establishment submit an application to obtain an operating license?
V199	j14	Number of days it took to obtain operating license	discrete	numeric	Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?
V200	j15	Informal gift/ payment expected/requested to obtain operating license?	discrete	numeric	In reference to that application for an operating license, was an informal gift or payment expected or requested?
V201	j30a	Tax rates - obstacle to current operations	discrete	numeric	As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. Tax rates
V202	j30b	Tax administration - obstacle to current operations	discrete	numeric	As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. Tax administration
V203	ECAj31b1	Change in total costs if tax administration no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle?
V204	ECAj31b2	Expected % increase in total costs - tax administration no obstacle	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V205	ECAj31b3	Expected % decrease in total costs - tax administration no obstacle	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V206	j30c	Business licensing and permits - obstacle to current operations	discrete	numeric	As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. Business licensing and permits
V207	ECAj31c1	Change in total costs if business licensing and permits no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?
V208	ECAj31c2	Expected % increase in total costs - business licensing and permits no	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V209	ECAj31c3	Expected % decrease in total costs - business licensing and permits no	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V210	j30e	Political instability - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is political instability an obstacle to the current operations of this establishment?



ID	Name	Label	Type	Format	Question
V211	j30f	Corruption - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is corruption an obstacle to the current operations of this establishment?
V212	ECAj31f1	Change in total costs if corruption no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?
V213	ECAj31f2	Expected % increase in total costs - corruption no obstacle	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V214	ECAj31f3	Expected % decrease in total costs - corruption no obstacle	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V215	h30	Courts - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree are courts an obstacle to the current operations of this establishment?
V216	ECAh31a1	Change in total costs if courts no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if courts are no longer an obstacle?
V217	ECAh31a2	Expected % increase in total costs - courts no obstacle	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V218	ECAh31a3	Expected % decrease in total costs - courts no obstacle	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V219	ECAq39	Frequency of informal payments/gifts to get things done	discrete	numeric	Thinking about officials, would you say the following statement is always, usually, frequently, sometimes, seldom or never true? It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc
V220	ECAq41a	Frequency of unofficial payments/gifts to deal with customs/imports	discrete	numeric	Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes: To deal with customs/imports
V221	ECAq41b	Frequency of unofficial payments/gifts to deal with courts	discrete	numeric	Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes: To deal with courts
V222	ECAq41c	Frequency of unofficial payments/gifts to deal with taxes and tax colle	discrete	numeric	Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes: To deal with taxes and tax collection
V223	ECAq44a	Private payments/gifts/other benefits to Parliamentarians - direct impa	discrete	numeric	It is often said that firms make unofficial payments/gifts, 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 this establishment? Private payments/gifts or other benefits to Parliamentarians to affect their votes



ID	Name	Label	Type	Format	Question
V224	ECAq44b	Private payments/gifts/other benefits to Government officials - direct	discrete	numeric	It is often said that firms make unofficial payments/gifts, 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 this establishment? Private payments/gifts or other benefits to Government officials to affect the content of government decrees
V225	ECAq44c	Private payments/gifts/other benefits to local/regional officials -dire	discrete	numeric	It is often said that firms make unofficial payments/gifts, 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 this establishment? Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees
V226	ECAr16a	Number of times an external consultant hired in last 3 fiscal yrs	discrete	numeric	In the last three complete fiscal years, how many times has this establishment hired an external consultant (such as management consultant, engineer, architect, ...)
V227	ECAr17a	Business skills improvements	discrete	numeric	What kind of consulting services were provided? Business skills improvements (finance, marketing, communication, basic HR, business plan)
V228	ECAr17b	Business process improvements	discrete	numeric	What kind of consulting services were provided? Business process improvements (informational/accounting system or introduction of quality standard)
V229	ECAr17c	More sophisticated projects	discrete	numeric	What kind of consulting services were provided? More sophisticated projects (restructuring, feasibility study, environmental management and energy efficiency)
V230	ECAr18	Any external consultants hired from local consulting firms?	discrete	numeric	Were any of these external consultants hired from local consulting firms?
V231	ECAr20	Main reason the establishment did not hire an external consultant	discrete	numeric	What was the main reason why this establishment did not hire an external consultant?
V232	ECAr20x	Main reason the establishment did not hire an external consultant (Other	discrete	character	What was the main reason why this establishment did not hire an external consultant? Other
V233	l1	Permanent	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees did this establishment employ? Please include all employees and managers
V234	l2	Permanent	discrete	numeric	Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers
V235	l3a	Permanent	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were: Production employees

ID	Name	Label	Type	Format	Question
V236	I3b	Permanent	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were: Non-production employees [e.g., managers, administration, sales]
V237	I4a	Permanent	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were: Skilled production workers
V238	I4b	Permanent	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were: Unskilled production workers
V239	I5	At the end of fiscal year XXXX	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female?
V240	I5a	Female permanent full-time production workers at the end of last fiscal yr	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female? Female permanent full-time production employees
V241	I5b	Female permanent full-time non-production workers at the end of last fiscal	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female? Female permanent full-time non-production employees
V242	I6	Temporary	discrete	numeric	How many full-time temporary employees did this establishment employ in fiscal year [insert last complete fiscal year]?
V243	I6a	Female temporary	discrete	numeric	How many full-time temporary employees employed throughout fiscal year [insert last complete fiscal year], were females?
V244	I8	Average employment	discrete	numeric	What was the average length of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year]?
V245	I9a1	Average number of yrs of education of typical production worker	discrete	numeric	What is the average number of years of education of a typical permanent full-time production worker employed in this establishment? Average number of years of education of typical production worker
V246	I9a2	Average number of yrs of education of typical female production worker	discrete	numeric	What is the average number of years of education of a typical permanent full-time production worker employed in this establishment? Average number of years of education of typical female production worker
V247	ECAq69	% of full time employees who completed a university degree	discrete	numeric	What percent of this establishment's labor force employed at the end of fiscal year [insert last complete fiscal year] had a university degree?
V248	I10	Formal training programs for permanent	discrete	numeric	Over fiscal year [insert last complete fiscal year], did this establishment have formal training programs for its permanent, full-time employees?

ID	Name	Label	Type	Format	Question
V249	l11a	% of production full-time permanent employees that received formal trainin	discrete	numeric	Referring to the training programs run over fiscal year [insert last complete fiscal year], what percent of permanent, full-time employees of the following categories received formal training? Production full-time permanent employees trained
V250	l11b	% of non-production full-time permanent employees that received formal tra	discrete	numeric	Referring to the training programs run over fiscal year [insert last complete fiscal year], what percent of permanent, full-time employees of the following categories received formal training? Non-production full-time permanent employees trained
V251	l30a	Labor regulations - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment?
V252	ECAI31a1	Change in total costs if labor regulations no longer an obstacle	discrete	numeric	Would your total annual costs increase, remain the same or decrease over the next fiscal year if labor regulations are no longer an obstacle?
V253	ECAI31a2	Expected % increase in total costs - labor regulations no obstacle	discrete	numeric	By what percentage would your total annual costs INCREASE in the next fiscal year?
V254	ECAI31a3	Expected % decrease in total costs - labor regulations no obstacle	discrete	numeric	By what percentage would your total annual costs DECREASE in the next fiscal year?
V255	l30b	Inadequately educated workforce - obstacle to current operations	discrete	numeric	Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment?
V256	ECAI31b1	Change in total sales if inadequately educated workforce no longer an obstacle	discrete	numeric	Would your total annual sales increase, remain the same or decrease over the next fiscal year if an inadequately educated workforce is no longer an obstacle?
V257	ECAI31b2	Expected % increase in total sales - inadequately educated workforce no	discrete	numeric	By what percentage would your total annual sales INCREASE in the next fiscal year?
V258	ECAI31b3	Expected % decrease in total sales - inadequately educated workforce no	discrete	numeric	By what percentage would your total annual sales DECREASE in the next fiscal year?
V259	m1a	Business environment - biggest obstacle faced	discrete	numeric	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?
V260	m1d	Card rotation number (pre-defined)	discrete	numeric	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? Rotation (option 1, 2 or 3)
V261	n2a	Total cost of labor (LCU)	discrete	numeric	For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual cost of labor (including wages, salaries, bonuses, social security payments)
V262	n2e	Total cost of raw materials and intermediate goods used in production (LCU)	discrete	numeric	For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual cost of raw materials and intermediate goods used in production

ID	Name	Label	Type	Format	Question
V263	n2f	Total costs of fuel (LCU)	discrete	numeric	For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual costs of fuel
V264	n2b	Total costs of electricity (LCU)	discrete	numeric	For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual costs of electricity
V265	n2ra	Total rental cost of machinery	discrete	numeric	From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual cost of labor including wages, salaries, bonuses, social security payments
V266	n2rb	Total rental cost of land and buildings	discrete	numeric	From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total rental cost of land and buildings
V267	n2j	Other cost of production not included above	discrete	numeric	From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Other cost of production not included above
V268	n2i	Total annual cost of finished goods and materials purchased to resell	discrete	numeric	For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: Total annual cost of finished goods/materials bought to resell
V269	n6a	Net book value of machinery	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following: Machinery, vehicles, and equipment
V270	n6b	Net book value of land and buildings (LCU)	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following: Land and buildings
V271	n7a	Replacement cost for machinery	discrete	numeric	Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost? Machinery, vehicles, and equipment
V272	n7b	Replacement cost for land and buildings (LCU)	discrete	numeric	Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost? Land and buildings
V273	ECAs1a	Expectations about annual sales in next fiscal yr	discrete	numeric	In the next fiscal year, do you expect this establishment's annual sales to increase, stay the same or decrease?
V274	ECAs1b	% of expected increase in annual sales in the next fiscal yr	discrete	numeric	By what percentage do you expect this establishment's annual sales to INCREASE?
V275	ECAs1c	% of expected decrease in annual sales in the next fiscal yr	discrete	numeric	By what percentage do you expect this establishment's annual sales to DECREASE?

ID	Name	Label	Type	Format	Question
V276	vin1a	Perception of corruption - Town no. 1	discrete	numeric	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #1, it is not difficult to obtain the permit without giving a bribe, but an informal payment can facilitate or speed up obtaining the permit. Would you say that in this town, corruption is an obstacle to the current operations of the firm? If yes, to which degree?
V277	vin1b	Perception of corruption - Town no. 2	discrete	numeric	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #2, the bureaucrats never take bribes. It is possible to get the permit following the rules, but it takes quite a long time. Would you say that in this town, the law-obedience of the bureaucrats is an obstacle to the current operations of the firm? (If yes, to which degree?)
V278	vin1c	Perception of corruption - Town no. 3	discrete	numeric	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #3, it is very difficult to obtain permit without the informal payments. But even when you make a payment, the success is not guaranteed. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)
V279	vin1d	Perception of corruption - Town no. 4	discrete	numeric	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #4, it is very difficult to obtain permit without the informal payments. But when you make a payment, the success is guaranteed. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)
V280	vin1e	Perception of corruption - Town no. 5	discrete	numeric	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #5, the situation in general is the same as in town 4. Besides that, it is known that the upper-level bureaucracy of this town is involved in illegal activities. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)
V281	a15a2a	Main respondent's yrs with the firm	discrete	numeric	
V282	ECAa15a4a	Main respondent's yrs in the position	discrete	numeric	

ID	Name	Label	Type	Format	Question
V283	a15a3a	Main respondent's gender	discrete	numeric	
V284	a15a2b	Second respondent's yrs with the firm	discrete	numeric	
V285	ECAa15a4b	Second respondent's yrs in the position	discrete	numeric	
V286	a15a3b	Second respondent's gender	discrete	numeric	
V287	a15a2c	Third respondent's yrs with the firm	discrete	numeric	
V288	ECAa15a4c	Third respondent's yrs in the position	discrete	numeric	
V289	a15a3c	Third respondent's gender	discrete	numeric	
V290	a15d	Time face-to-face main interview ends: Day	discrete	numeric	Time face-to-face interview ends
V291	a15m	Time face-to-face main interview ends: Month	discrete	numeric	Time face-to-face interview ends
V292	a15y	Time face-to-face main interview ends: Year	discrete	numeric	Time face-to-face interview ends
V293	a15h	Time face-to-face main interview ends: Hour	discrete	numeric	Time face-to-face interview ends
V294	a15min	Time face-to-face main interview ends: Minutes	discrete	numeric	Time face-to-face interview ends
V295	a16	Truthfulness of responses to questions regarding opinions and perceptions	discrete	numeric	It is my perception that the responses to the questions regarding opinions and perceptions:
V296	a17	Accuracy of responses to questions regarding figures	discrete	numeric	The responses to the questions regarding figures (productivity and employment numbers):
V297	a18	Questionnaire completion information	discrete	numeric	This questionnaire was completed in:
V298	a19h	Estimate duration of the whole interview: Hours	discrete	numeric	
V299	a19m	Estimated duration of the whole interview: Minutes	discrete	numeric	
V300	innov	Given innovation module?	discrete	numeric	
V301	a23	Mode of questionnaire implementation	discrete	numeric	
V302	a23x	Mode of questionnaire implementation (Other)	discrete	character	
V303	a14id	Time innovation module starts: Day	discrete	numeric	
V304	a14im	Time innovation module starts: Month	discrete	numeric	
V305	a14iy	Time innovation module starts: Year	discrete	numeric	
V306	a14ih	Time innovation module starts: Hour	discrete	numeric	
V307	a14imin	Time innovation module starts: Minutes	discrete	numeric	
V308	ECAo1a	No. of new/significantly improved products/services introduced over last	discrete	numeric	How many new or significantly improved products did this establishment introduce in the market over the last three years?

ID	Name	Label	Type	Format	Question
V309	ECAo1bx	Main new/significantly improved product/service	discrete	character	
V310	ECAo2a	Main new /significantly improved product/service new to local market	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved product new to...? Your local market
V311	ECAo2b	Main new /significantly improved product/service new to national market	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved product new to...? [INSERT COUNTRY]
V312	ECAo2c	Main new /significantly improved product/service new to international ma	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved product new to...? International market
V313	ECAo3a	New product/service: Added new functions to existing product/service	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product has added new functions to the existing product
V314	ECAo3b	New product: Uses new materials/components that enhance its performance	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product uses new materials or components that enhance its performance compared to the existing product
V315	ECAo3c	New product: Uses new technology	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product uses new technology
V316	ECAo3d	New product: Looks different from the existing product	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product looks different from the existing product
V317	ECAo3e	New product/service: Completely new to the establishment	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product is completely new to the establishment
V318	ECAo3f	New product/service: Other	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? Other
V319	ECAo3fx	New product/service: Other specified	discrete	character	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? Other



ID	Name	Label	Type	Format	Question
V320	ECAo3g	New product/service is more efficient/easier to use than existing product	discrete	numeric	Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other? New product/service is more efficient / easier to use than the existing product/service
V321	ECAo4	% annual sales accounted for by new or significantly improved products/se	discrete	numeric	In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales was accounted for by products that were introduced or significantly improved over the last three years?
V322	ECAo5	Way in which main new/significantly improved product/service introduced	discrete	numeric	Which of the following best describes the way in which the main new or significantly improved product was introduced?
V323	ECAo5x	Way in which main new/significantly improved product/service introduced	discrete	character	Which of the following best describes the way in which the main new or significantly improved product was introduced?
V324	ECAo6	Purchase/license inventions	discrete	numeric	Did the establishment have to purchase or license any inventions, patent or know-how in order to start producing this new or significantly improved product?
V325	ECAo7a	Introduced new methods of supplying products/services over last 3 yrs	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved: Production methods
V326	ECAo7b	Introduced new logistics	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved: Logistics, delivery or distribution methods for this establishment's inputs and products
V327	ECAo7c	Introduced new ancillary support services over last 3 yrs	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved: Ancillary support services, such as purchasing, accounting, computing and maintenance
V328	ECAo8x	Most important new/significantly improved method of supplying products/s	discrete	character	Please give a short description of this establishment's most important new or significantly improved production or delivery method.
V329	ECAo9a	New method of supplying products/services new to local market	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating: In your local market
V330	ECAo9b	New method of supplying products/services new to national market	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating: In [INSERT COUNTRY]
V331	ECAo9c	New method of supplying products/services new to international market	discrete	numeric	At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating: In the international market
V332	ECAo10a	New method of supplying products/services: change in techniques	discrete	numeric	Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Techniques



ID	Name	Label	Type	Format	Question
V333	ECAo10b	New method of supplying products/services: change in machinery and equi	discrete	numeric	Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Machinery and equipment
V334	ECAo10c	New method of supplying products/services: change in software	discrete	numeric	Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Software
V335	ECAo10d	New method of supplying products/services: changes in management	discrete	numeric	Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Management
V336	ECAo11	Way of intro of main new/significantly improved production/delivery meth	discrete	numeric	Which of the following best describes the way in which this establishment introduced the main new or significantly improved production or delivery method?
V337	ECAo11x	Way of intro of main new/significantly improved production/delivery met	discrete	character	Which of the following best describes the way in which this establishment introduced the main new or significantly improved production or delivery method? Other
V338	ECAo12	Purchase/license inventions	discrete	numeric	Did the establishment have to purchase or license any inventions, patent or know-how in order to apply this new production or delivery method?
V339	ECAo13	Technology compared to the technology of establishment's main competitor	discrete	numeric	Thinking of your main product line and comparing your firm's technology with that of your closest competitor, which of the following best summarizes your position?
V340	ECAo14a	New knowledge management systems	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? New knowledge management systems to better use or exchange information, knowledge and skills within the establishment
V341	ECAo14b	Introduction of management systems for general production or supply ope	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? Introduction of management systems for general production or supply operations, such as supply chain management systems, lean production, business reengineering, quality management systems
V342	ECAo14c	New methods for distributing responsibilities	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? New methods for distributing responsibilities and decision making among employees
V343	ECAo14d	Significant change to the management structure of the establishment	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? A significant change to the management structure of the establishment, such as creating new divisions or departments, integrating different departments or activities

ID	Name	Label	Type	Format	Question
V344	ECAo14e	New types of collaborations with businesses	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? New types of collaborations with other businesses, research organizations or consumers
V345	ECAo14f	Outsourcing	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas? Outsourcing or subcontracting of business activities in production, procurement, distribution, recruiting or ancillary services for the first time
V346	ECAo15a	Significant changes in the product's appearance	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas? Significant changes in the product's appearance
V347	ECAo15b	Introduction of a new method of advertising or product promotion	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas? Introduction of a new method of advertising or product promotion, such as use of a new media for advertising, a new brand image or logo, a new trademark
V348	ECAo15c	Introduction of a new method of product placement or sales channels	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas? Introduction of a new method of product placement or sales channels, such as product licensing, franchising, direct selling, exclusive retailing, tailoring or customizing the presentation of the product to different types of customers
V349	ECAo15d	New pricing strategies to market the establishment's goods or services	discrete	numeric	Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas? New pricing strategies to market the establishment's goods or services, excluding pricing methods used solely to differentiate prices by customer segments
V350	ECAo16	Spending on R&D within establishment over last 3 yrs?	discrete	numeric	Over the last three years, did this establishment spend on research and development activities within the establishment?
V351	ECAo17	Expenditures on R&D within establishment in last fiscal yr (LCU)	discrete	numeric	In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on research and development activities performed within this establishment? Please include personnel cost, materials and purchase of fixed assets.
V352	ECAo18	Spending on R&D contracted with other companies over last 3 yrs?	discrete	numeric	Over the last three years, did this establishment spend on research and development activities contracted with other companies?
V353	ECAo19	Expenditures on R&D contracted with other companies in last fiscal yr (L)	discrete	numeric	In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on research and development activities contracted with other companies?

ID	Name	Label	Type	Format	Question
V354	ECAo20	Spending on acquisition of external knowledge over last 3 yrs?	discrete	numeric	Over the last three years, did this establishment spend on the acquisition of external knowledge? This includes purchase or licensing of patents and non-patented inventions, know-how and other types of knowledge from other businesses or organizations.
V355	ECAo21	Source of purchase or license of the latest invention	discrete	numeric	Was the latest invention, patent or know-how licensed or purchased from:
V356	ECAo22a	% of workforce that regularly used PCs in their jobs at end last fiscal	discrete	numeric	At the end of fiscal year [insert last complete fiscal year], what percent of this establishment's workforce regularly used personal computers in their jobs?
V357	ECAo22b	% of workforce that regularly used PCs in their jobs 3 fiscal yrs ago	discrete	numeric	Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], what percent of this establishment's workforce regularly used personal computers in their jobs?
V358	ECAo23a	Ever been granted a patent?	discrete	numeric	Has this establishment ever been granted a patent?
V359	ECAo23b	Apply for a patent/trademark over last 3 yrs?	discrete	numeric	During the last three years, did this establishment apply for a patent or a trademark?
V360	ECAo23cx		discrete	character	Over the last three years, in which country or countries did this establishment apply for a patent or a trademark?
V361	ECAo23d	Granted a patent/trademark over last 3yrs?	discrete	numeric	Over the last three years, has this establishment been granted a patent or a trademark?
V362	ECAr1	Dealing with problems in the production process over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], what best describes what happened at this establishment when a problem in the production process arose?
V363	ECAr2	Number of production performance indicators monitored over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], how many production performance indicators were monitored at this establishment?
V364	ECAr6	Time frame of production targets over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], what best describes the time frame of production targets at this establishment? Examples of production targets are: production, quality, efficiency, waste, on-time delivery.
V365	ECAr7	Achievement of production targets over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], how easy or difficult was it for this establishment to achieve its production targets?
V366	ECAr8	Awareness of production targets over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], who was aware of the production targets at this establishment?
V367	ECAr11	Basis for managers' performance bonuses over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], what were managers' performance bonuses usually based on?
V368	ECAr13	Primary way of promoting non-managers over last fiscal yr	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], what was the primary way non-managers were promoted at this establishment?

ID	Name	Label	Type	Format	Question
V369	ECAr15	Reassignment/dismissal of under-performing non-manager over last fiscal	discrete	numeric	Over the last complete fiscal year [insert last complete fiscal year], when was an under-performing non-manager reassigned or dismissed?
V370	a15id	Time innovation module ends: Day	discrete	numeric	
V371	a15im	Time innovation module ends: Month	discrete	numeric	
V372	a15iy	Time innovation module ends: Year	discrete	numeric	
V373	a15ih	Time innovation module ends: Hour	discrete	numeric	
V374	a15imin	Time innovation module ends: Minutes	discrete	numeric	
V375	a24	Innovation module respondent same as main questionnaire respondent?	discrete	numeric	
V376	a15a2d	Innovation module respondent's yrs with the firm	discrete	numeric	
V377	ECAa15a4d	Innovation module respondent's yrs in the position	discrete	numeric	
V378	a15a3d	Innovation module respondent's gender	discrete	numeric	
V379	qnrno	QNRNO. QUESTIONNAIRE NUMBER	discrete	numeric	
V380	panel_code_2008_9	2008/9 panel code	discrete	numeric	
V381	qre_number_2008_9	2008/9 q're number	discrete	numeric	
V382	DIYIndicator		discrete	numeric	
V383	agency	agency	discrete	numeric	
V384	panel	Sampling panel information from final progress report	discrete	numeric	
V385	wstrict	Weight according to strict eligibility	discrete	numeric	
V386	wmedian	Weight according to median eligibility	discrete	numeric	
V387	wweak	Weight according to weak eligibility	discrete	numeric	
V388	strata	group(a2 a4anew a6a)	contin	numeric	



## WEB STD FIRMID (idstd)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 542603-542804

Valid cases: 202  
Invalid: 0  
Minimum: 542603  
Maximum: 542804

## (id)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: character  
Width: 20

Valid cases: 202  
Invalid: 0

## Questionnaire module (a0)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-3

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

#### Interviewer instructions

Questionnaire used in the interview. It is defined according to the screener sector of activity of the establishment

## Country code (a1)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 41-80

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

#### Interviewer instructions

Country: self-explanatory

## Interview language (a1a)

### File: kosovo\_2013\_full\_data

#### Overview

## Interview language (a1a)

### File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-2

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

## Sampling region (a2)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-7

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

#### Interviewer instructions

Sampling region defines the region stratum of the establishment  
It is defined by the regional classification of the establishment in the sample frame

## Screenener region (a3a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-7

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

#### Interviewer instructions

Codification of a3x into regions of homogeneous regulation and or business environment conditions, for ex. into regional clusters

## Official capital city? (a3b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-2

Valid cases: 202  
Invalid: 0

#### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

#### Literal question

## Official capital city? (a3b)

File: kosovo\_2013\_full\_data

Is this city the official capital city?

## Main business city? (a3c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-2

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Is this city the main business city?

## Size of locality (a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 2-5

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Location control variable: it is defined by the actual location of the establishment

## Industry sampling sector (a4a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 2-72

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Classification of the establishment's activity as defined in the sample frame

## Industry screener sector (a4b)

File: kosovo\_2013\_full\_data



## Industry screener sector (a4b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 14-93

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Classification of the establishment's activity as defined by the screener questionnaire

## Sector match between screener information and sample frame (a5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-3

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Sector match between screener information and sample frame

### Interviewer instructions

Self-explanatory

## Sampling size (a6a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 0-3

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Size of the establishment taken from the sample frame

## Screener size (a6b)

File: kosovo\_2013\_full\_data

### Overview

## Screeners size (a6b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 0-3

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Size of the establishment as determined with the screener questionnaire

## Establishment part of a larger firm? (a7)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-2

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Interviewer instructions

Identifies establishments that are part of a larger firm

## Number of establishments that form the firm (a7a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-13

Valid cases: 22  
Invalid: 180

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

## Type of establishment (a8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -7-4

Valid cases: 22  
Invalid: 180

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Type of establishment

### Interviewer instructions

## Type of establishment (a8)

File: kosovo\_2013\_full\_data

Identifies type of establishment for those that are part of larger firms

## Establishment's financial statements prepared separately from HQ statements (a9)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -7-2

Valid cases: 22  
 Invalid: 180

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Interviewer instructions**

Information taken from the screener questionnaire

## Establishment's fin. statements prepared separately from other establishments (a10)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -7-2

Valid cases: 22  
 Invalid: 180

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Interviewer instructions**

Information taken from the screener questionnaire

## If HQ (a11)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -7-2

Valid cases: 22  
 Invalid: 180

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Interviewer instructions**

Information taken from the screener questionnaire

## Number of establishments included in the financial statements kept in HQ (a11a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-10

Valid cases: 22  
Invalid: 180

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Number of establishments - counting the headquarters - included in the financial statements kept in HQ

## Interviewer number (a12)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-30785

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Interviewer code

### Interviewer instructions

Information taken from the screener questionnaire

## aSupervisor number (a13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-23231

Valid cases: 202  
Invalid: 0

### Pre question

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

### Literal question

Supervisor code

### Interviewer instructions

Information taken from the screener questionnaire

## Time face-to-face main interview starts: Day (a14d)

File: kosovo\_2013\_full\_data

### Overview

## Time face-to-face main interview starts: Day (a14d)

File: kosovo\_2013\_full\_data

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-31

Valid cases: 202  
 Invalid: 0

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Literal question**

Date face-to-face interview begins:  
 Day (dd)

**Interviewer instructions**

Self-explanatory

## Time face-to-face main interview starts: Month (a14m)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-11

Valid cases: 202  
 Invalid: 0

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Literal question**

Date face-to-face interview begins:  
 Month (mm)

**Interviewer instructions**

Self-explanatory

## Time face-to-face main interview starts: Year (a14y)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 4  
 Decimals: 0  
 Range: -9-2013

Valid cases: 202  
 Invalid: 0

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Literal question**

Date face-to-face interview begins:  
 Year (yyyy)

**Interviewer instructions**

Self-explanatory

## Time face-to-face main interview starts: Hour (a14h)

File: kosovo\_2013\_full\_data

## Time face-to-face main interview starts: Hour (a14h)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-16

Valid cases: 202  
 Invalid: 0

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Literal question**

Time face-to-face interview begins:  
 Hour (00 to 23)

**Interviewer instructions**

Self-explanatory

## Time face-to-face main interview starts: Minutes (a14min)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-59

Valid cases: 202  
 Invalid: 0

**Pre question**

CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

**Literal question**

Time face-to-face interview begins:  
 Minutes (00 to 59)

**Interviewer instructions**

Self-explanatory

## Firm's current legal status (b1)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-6

Valid cases: 202  
 Invalid: 0

**Pre question**

1) READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING. The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help 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.

2) 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.

3) SHOW CARD

**Literal question**

What is this firm's current legal status?

**Post question**

## Firm's current legal status (b1)

File: kosovo\_2013\_full\_data

If answer is 3 then SKIP TO B.2

### Interviewer instructions

A firm's legal status is information well known for the target respondent: CEO, General Manager or owner of the firm. ENUMERATORS DO NOT NEED TO KNOW THE DEFINITION OF EACH TYPE OF LEGAL STATUS.

A firm's legal status is first determined by whether participation on ownership is by shares (first 2 options) or not (options 3 and 4). The fifth option is a combination of the previous ones.

If a firm's shares are publicly traded, it is a shareholding company with shares traded in the stock market. If the shares are not traded or they are traded only privately it is a shareholding company with shares traded privately. A shareholding company with shares traded privately is a firm that is owned by partners or shareholders for whom their claims over the firm are not publicly traded. They may or may not be traded privately. In both of these categories firms have limited liability.

A sole proprietorship is a business owned and operated by one individual natural person. A natural person is a real human being, as opposed to an artificial legal entity such as a corporation or organization that the law treats for some purposes as if it were a person distinct from its members or owner(s).

A firm's legal status defines the extent of the liability which defines the level of responsibility of the owner over the firm's obligations. Under limited liability each owner is only responsible for the proportion of his/her shares.

A partnership allows two or more people to share profits and liabilities, with or without privately held shares. In a partnership, the parties could be individuals, corporations, trusts, other partnerships, or a combination of all of the above. The essential characteristic of this partnership is the unlimited liability of every partner.

Limited partnership is a legal form that includes one or several general partners and one or more limited partners who invest capital into the partnership, but do not take part in the daily operation or management of the business. The limited partners limit their amount of liability to the amount of capital invested in the partnership. The general partners personally shoulder all debts and obligations of the partnership. Business operations are governed, unless otherwise specified in a written agreement, by majority vote of voting partners. Limited liability partnerships are separate legal entities that provide liability protection for all general partners as well as management rights in the business.

Cooperatives and state owned firms should be designated as Other. When other is chosen, the actual form of legal status must be specified in writing by the enumerator on the survey instrument.

## Firm's current legal status (Other) (b1x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete

Valid cases: 0

Format: character

Width: 1

### Literal question

What is this firm's current legal status?

## % of this firm owned by the largest owner(s) (b3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete

Valid cases: 202

Format: numeric

Invalid: 0

Width: 3

Decimals: 0

Range: -9-100

### Literal question

What percent of this firm does the largest owner or owners own?

## % owned by private domestic individuals (b2a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

What percent of this firm is owned by each of the following:  
Private domestic individuals, companies or organizations

### Interviewer instructions

1) Foreign ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.

Domestic owners are nationals of the country in which the establishment is located. (Follow the same rule for companies.)

A firm that is a subsidiary of a government-owned firm should be considered government-owned.

Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## % owned by private foreign individuals (b2b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-49

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

What percent of this firm is owned by each of the following:  
Private foreign individuals, companies or organizations

### Interviewer instructions

1) Foreign ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.

Domestic owners are nationals of the country in which the establishment is located. (Follow the same rule for companies.)

A firm that is a subsidiary of a government-owned firm should be considered government-owned.

Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%



## % owned by Government/State (b2c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-0

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

What percent of this firm is owned by each of the following:  
Government/State

### Post question

IF 100% TERMINATE

### Interviewer instructions

1) Foreign ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.

Domestic owners are nationals of the country in which the establishment is located. (Follow the same rule for companies.)

A firm that is a subsidiary of a government-owned firm should be considered government-owned.

Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## % owned by Other (b2d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

What percent of this firm is owned by each of the following:  
Other

### Interviewer instructions

1) Foreign ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.

Domestic owners are nationals of the country in which the establishment is located. (Follow the same rule for companies.)

A firm that is a subsidiary of a government-owned firm should be considered government-owned.

Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Amongst the owners of the firm (b4)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Amongst the owners of the firm, are there any females?

### Interviewer instructions

Self-Explanatory

## What percentage of the firm is owned by females? (b4a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 25  
Invalid: 177

### Literal question

What percentage of the firm is owned by females?

## How was the firm established? (ECAq5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-6

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

How was this firm established?

## How was the firm established (Other) (ECAq5x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 98

Valid cases: 0  
Invalid: 0

### Literal question

How was this firm established?

## In what yr did this establishment begin operations? (b5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-2012

Valid cases: 202  
Invalid: 0

### Pre question

READ ONLY IF A7=1 (yes)  
I want to proceed by asking you about this establishment only.

### Literal question

In what year did this establishment begin operations?

### Post question

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

### Interviewer instructions

The objective of this question is to obtain the year in which operations started regardless of who was the owner at the time.

The year when the establishment began operation refers to the year in which the establishment actually started producing (or providing services), not to the year in which it was registered for the first time.

If the establishment was privatized, then the date provided should refer to when the original government-owned establishment began operations.

If the establishment changed its production significantly to change sector classification, then the year when that took place should be provided.

## Full-time employees employed by the establishment at the start of operations (b6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-375

Valid cases: 202  
Invalid: 0

### Literal question

How many full-time employees did this establishment employ when it started operations? Please include all employees and managers

### Interviewer instructions

The number of permanent, full-time employees for the time that the enterprise began operations should be provided. All employees and managers (including respondent) should be included.

## Establishment formally registered when it began operations? (b6a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

## Establishment formally registered when it began operations? (b6a)

### File: kosovo\_2013\_full\_data

Was this establishment formally registered when it began operations?

#### Interviewer instructions

Registering refer to registration with the national registry (public or private).

If and only if the respondent asks what formal registration means explain that it's when the establishment registered with:

XXXXXXX "Ministry or department"

## Year of formal registration of the establishment (b6b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-2012

Valid cases: 202  
Invalid: 0

#### Literal question

In what year was this establishment formally registered?

#### Post question

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

#### Interviewer instructions

Year of registration refers to the year in which the establishment completed the registration as explained in B.6a.

## Top Manager's number of yrs of experience working in this sector (b7)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-9998

Valid cases: 202  
Invalid: 0

#### Literal question

How many years of experience working in this sector does the Top Manager have?

#### Interviewer instructions

Top Manager as defined in B.7a. B.7 refers to years of Top Manager's managerial experience in the type of sector in which the establishment presently operates.

## Female Top Manager? (b7a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

## Female Top Manager? (b7a)

File: kosovo\_2013\_full\_data

### Literal question

Is the Top Manager female?

## Have an internationally-recognized quality certification? (b8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Does this establishment have an internationally-recognized quality certification?

### Post question

INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000

### Interviewer instructions

The question refers exclusively to internationally recognized certifications. Examples are: ISO (International Organization for Standardization) for manufacturing and services, HACCP (Hazard Analysis and Critical Control Point) for food (especially, but not exclusively, for seafood and juices), and AATCC (American Association of Textiles Chemists and Colorists) for textiles.

Certificates granted only nationally not recognized in international markets are not included.

## Submit application to obtain an electrical connection over last 2 yrs? (c3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Pre question

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING. Now, we turn to the establishment's operations in fiscal year [insert last complete fiscal year].

### Literal question

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

### Post question

If answer is No or Don't Know then GO TO QUESTION C.6

### Interviewer instructions

Application for electrical connection.

Electrical connection refers to a new connection or to an increase in voltage of an existing connection that requires an application.

## Number of days it took to obtain electrical connection (c4)

File: kosovo\_2013\_full\_data

### Overview

## Number of days it took to obtain electrical connection (c4)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-460

Valid cases: 35  
Invalid: 167

### Literal question

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?

### Interviewer instructions

Wait for electrical connection. Self-explanatory

## Informal gift/ payment expected/requested to obtain electrical connection? (c5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 35  
Invalid: 167

### Literal question

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

### Interviewer instructions

- 1) Bribe for electrical connection. Self-explanatory
- 2) Sensitive question, no clarification can be offered

## Power outages over last fiscal yr? (c6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], did this establishment experience power outages?

### Post question

If answer is No or Don't Know GO TO QUESTION C.10

### Interviewer instructions

A power outage occurs when there is equipment malfunction from the failure of adequate supply of power. Blackouts that cause some, but not all equipment to malfunction are also considered power outages.

## Number of power outages over last fiscal yr (c7)

File: kosovo\_2013\_full\_data

### Overview

## Number of power outages over last fiscal yr (c7)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-60

Valid cases: 162  
Invalid: 40

### Literal question

In a typical month, over fiscal year [insert last complete fiscal year], how many power outages did this establishment experience?

### Post question

IF 0, GO TO QUESTION C.10

### Interviewer instructions

If power outages are seasonal the interviewer should ask the respondent to calculate the number of outages in a typical month, excluding both the months in which outages are most frequent and the months where outages are most infrequent. The concept of a typical month must be well understood since it is used several times throughout the questionnaire: it is the most common type of month in the year regarding the characteristic being asked. Thus, for answers such as "electrical outages once every 3 months" in a typical month there are 0 outages (since there will be outages only in 4 months of the year and in the rest 8 months there will be no outages). For the answer "once every other month" write 1 since there will be 6 months with outages and 6 months without them.

## Average duration of power outages (c8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-8

Valid cases: 139  
Invalid: 63

### Literal question

How long did these power outages last on average?

### Interviewer instructions

This refers to the duration of the power outages in a typical month. The respondent should calculate average duration of power outages in the typical month.

## % of total annual sales lost due to power outages (c9a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-60

Valid cases: 133  
Invalid: 69

### Literal question

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

Loss as percent of total annual sales due to power outages

### Post question

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH c9a or c9b

### Interviewer instructions

Losses because of power outages: The Manager should estimate the amount of production lost because of power outages.

## Annual losses due to power outages (LCU) (c9b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: -9-300000

Valid cases: 29  
Invalid: 173

### Literal question

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

Annual losses due to power outages

### Post question

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH c9a or c9b

### Interviewer instructions

Losses because of power outages: The Manager should estimate the amount of production lost because of power outages.

## Own or share a generator over last fiscal yr? (c10)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Over the course of fiscal year [insert last complete fiscal year], did this establishment own or share a generator?

### Interviewer instructions

Establishment owns or shares a generator. Self-explanatory

## % of establishment's electricity from generator(s) owned/shared (c11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 127  
Invalid: 75

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

### Interviewer instructions

Percentage of electricity from own or shared generator. Self-explanatory

## Submit application to obtain a water connection over last 2 yrs? (c12)

File: kosovo\_2013\_full\_data



## Submit application to obtain a water connection over last 2 yrs? (c12)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

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

### Interviewer instructions

Application for water connection. Self-explanatory

## Number of days it took to obtain water connection (c13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-995

Valid cases: 21  
Invalid: 181

### Literal question

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?

### Interviewer instructions

Wait for water connection. Self-explanatory

## Informal gift/ payment expected/requested to obtain water connection? (c14)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 21  
Invalid: 181

### Literal question

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

### Interviewer instructions

- 1) Bribe for water connection. Self-explanatory
- 2) Sensitive question, no clarification can be offered.

## Insufficient water supply for production over last fiscal yr? (c15)

File: kosovo\_2013\_full\_data

### Overview

## Insufficient water supply for production over last fiscal yr? (c15)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 74  
Invalid: 128

### Literal question

Over fiscal year [insert last complete fiscal year], did this establishment experience insufficient water supply for production?

### Interviewer instructions

Insufficient water supply: whenever there is equipment failure or cessation of production operations due to the lack of or reduction in water supply.

## Insufficient water supply over last fiscal yr (c16)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 10  
Invalid: 192

### Literal question

In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of insufficient water supply did this establishment experience?

### Interviewer instructions

Incidents of insufficient water supply per month can be estimated by considering the number of times water insufficiencies took place per month. The respondent should be asked to exclude months when water insufficiencies are rare or months when water insufficiencies are extreme from the calculation. The calculation should be made based on a typical month. Zero is the answer only if no insufficiencies occurred in a typical month.

## Average duration of incidents of insufficient water supply (c17)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-22

Valid cases: 9  
Invalid: 193

### Literal question

How long did these incidents of insufficient water supply last on average?

### Interviewer instructions

Duration of a water shortage can be estimated by considering the average duration of water insufficiencies that took place in a typical month.

## Use e-mail to communicate with clients or suppliers? (c22a)

File: kosovo\_2013\_full\_data

### Overview

## Use e-mail to communicate with clients or suppliers? (c22a)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

At the present time, does this establishment use e-mail to communicate with clients or suppliers?

### Interviewer instructions

E-mail and website use.

Web page should be considered as part of the website.

Website use includes cases when the establishment has its own website but does not actually do any direct communication with clients or suppliers via the website.

## Have its own website? (c22b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

At the present time, does this establishment have its own website?

### Interviewer instructions

E-mail and website use.

Web page should be considered as part of the website.

Website use includes cases when the establishment has its own website but does not actually do any direct communication with clients or suppliers via the website.

## High-speed Internet connection on establishment's premises? (c23)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Does this establishment have a high-speed Internet connection on its premises?

### Interviewer instructions

High-speed, Internet connection is defined as Internet connection that is faster than using a telephone line with a modem.

## Does this establishment currently use cell phones for the operations of thi (c28)

File: kosovo\_2013\_full\_data

### Overview

## Does this establishment currently use cell phones for the operations of thi (c28)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Does this establishment currently use cell phones for the operations of the establishment?

## Electricity - obstacle to current operations (c30a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered.

## Change in total costs if electricity no longer an obstacle (ECAc31a1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 155  
Invalid: 47

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?

## Expected % increase in total costs - electricity no obstacle (ECAc31a2)

File: kosovo\_2013\_full\_data

### Overview

## Expected % increase in total costs - electricity no obstacle (ECAc31a2)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 30  
Invalid: 172

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - electricity no obstacle (ECAc31a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-80

Valid cases: 101  
Invalid: 101

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Telecommunications - obstacle to current operations (c30b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

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

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered.

## Establishment's main product/service last fiscal yr (d1a1x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 225

Valid cases: 202

### Pre question

## Establishment's main product/service last fiscal yr (d1a1x)

File: kosovo\_2013\_full\_data

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales.

### Literal question

In fiscal year [insert last complete fiscal year], what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?

### Interviewer instructions

INTERVIEWER: PLEASE SPECIFY THE ACTIVITY AND MAIN PRODUCT IN AS MUCH DETAIL AS POSSIBLE, FOR EX., MANUFACTURING OF LEATHER SHOES.)

## The 4-digit ISIC code that best applies to the main product/service (d1a2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-9302

Valid cases: 202  
Invalid: 0

### Interviewer instructions

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

PLEASE CHOOSE THE 4 DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT OR SERVICE

Categorize the products according to standard industry classification codes. The enumerator should show the respondent the list of codes that correspond to the products identified to ensure agreement with the categorization. The respondent should be directed to look at the card only after he has provided the answer to D.1a1.

It may be that all major products fall into one category or that the establishment has only one main product. If the respondent does not know the code, the enumerator should write the sector and look for the corresponding code in the list of codes before submitting the completed questionnaire.

For the codes use United Nations ISIC Rev.3.1.

## Share of main product/service in total sales (d1a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

What percentage of total sales does the main product represent?

### Interviewer instructions

The main product is defined in terms of sales in monetary value not volume.

## Total annual sales last fiscal yr (LCU) (d2)

File: kosovo\_2013\_full\_data

## Total annual sales last fiscal yr (LCU) (d2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 10  
Decimals: 0  
Range: -9-1570000000

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales?

### Interviewer instructions

Total sales include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. For ex. if an establishment makes blue jeans and also imports blue jeans for resale, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year, even if the payment may have been received at a later date, are included in total sales.

## Total annual sales last fiscal yr (string) (d2x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 108

Valid cases: 202

### Literal question

In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales for all products and services?

### Interviewer instructions

PLEASE ALSO WRITE OUT THE NUMBER (I.E. 50,000 AS FIFTY THOUSAND)

## Total annual sales 3 yrs ago (LCU) (n3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 8  
Decimals: 0  
Range: -9-15000000

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert three complete fiscal years ago], three fiscal years ago, what were total annual sales for this establishment?

### Interviewer instructions

Total sales three complete fiscal years ago include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. If an establishment makes blue jeans and also imports blue jeans for resale, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year even though payment may have been received at a later date are included in total sales. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.

## National sales as a % of total annual sales (d3a)

File: kosovo\_2013\_full\_data

## National sales as a % of total annual sales (d3a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were:  
National sales

### Post question

IF 100, GO TO QUESTION D.10a

### Interviewer instructions

- 1) Where sales are made. The purpose of this question is to determine where the establishment's customers are located.

Domestic sales are when goods or services are sold inside the borders of the country.

An indirect export is when the manufacturer sells its goods to a trader or another agent who then exports the product without modifications. Products that the manager knows are smuggled abroad should be counted as indirect exports.

Direct export is the sale of goods where the immediate recipient is outside the borders of the country.

- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Indirect exports as a % of total annual sales (d3b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were:  
Indirect exports (sold domestically to third party that exports products)

### Post question

IF 100, GO TO QUESTION D.8

### Interviewer instructions

- 1) Where sales are made. The purpose of this question is to determine where the establishment's customers are located.

Domestic sales are when goods or services are sold inside the borders of the country.

An indirect export is when the manufacturer sells its goods to a trader or another agent who then exports the product without modifications. Products that the manager knows are smuggled abroad should be counted as indirect exports.

Direct export is the sale of goods where the immediate recipient is outside the borders of the country.

- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%



## Direct exports as a % of total annual sales (d3c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were:  
Direct exports

### Post question

IF 0, GO TO QUESTION D.8

### Interviewer instructions

- 1) Where sales are made. The purpose of this question is to determine where the establishment's customers are located.

Domestic sales are when goods or services are sold inside the borders of the country.

An indirect export is when the manufacturer sells its goods to a trader or another agent who then exports the product without modifications. Products that the manager knows are smuggled abroad should be counted as indirect exports.

Direct export is the sale of goods where the immediate recipient is outside the borders of the country.

- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Average number of days to clear customs in last fiscal yr (direct export) (d4)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-7

Valid cases: 22  
Invalid: 180

### Literal question

In fiscal year [insert last complete fiscal year], 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?

### Interviewer instructions

Clearing customs for direct exports. The purpose of this question is to determine the efficiency of customs in clearing goods for export.

Main point of exit is the last domestic location (e.g. port, border crossing, airport, or internal custom) from which the goods leave the country.

Whenever different ports of exit are used this question refers to the port where "most goods" exit defined in terms of consignment value (not physical units).

Goods cleared customs They refer to the time it takes to obtain all clearances required from the moment the goods arrived at their point of exit until the moment they satisfy the requirements of the clearance procedures at the customs office. This includes transit procedures.

Average number of days to clear customs. Prompt the respondent to think of all shipments sent to the main point of exit and estimate an average time it took from the time the shipments arrived to the time they left that point of exit.

## % of value of products exported directly lost in transit - theft (d6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 22  
Invalid: 180

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of theft?

## % of value of products exported directly lost in transit - breakage/spoilage (d7)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 22  
Invalid: 180

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

## Year of exporting directly or indirectly for the first time (d8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-2012

Valid cases: 52  
Invalid: 150

### Literal question

In which year did this establishment first export directly or indirectly?

### Interviewer instructions

First exported directly or indirectly. The purpose of this question is self-explanatory.

## % of value of products for domestic markets lost in transit - theft (d10)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-20

Valid cases: 202  
Invalid: 0

### Literal question

## % of value of products for domestic markets lost in transit - theft (d10)

File: kosovo\_2013\_full\_data

In fiscal year [insert last complete fiscal year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

## % of value of products for domestic markets lost in transit - breakage/spoi (d11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-10

Valid cases: 175  
Invalid: 27

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

## % of national sales to government/government agencies (ECAq15a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 74  
Invalid: 128

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of your national sales were to government or government agencies, excluding state-owned enterprises?

## Domestic material inputs or supplies as a % of all material inputs or supp (d12a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 74  
Invalid: 128

### Pre question

SHOW CARD

### Literal question

In fiscal year [insert last complete fiscal year], as a proportion of all of the material inputs or supplies purchased that year, what percent of this establishment's material inputs or supplies were:

Material inputs or supplies of domestic origin

### Interviewer instructions

## Domestic material inputs or supplies as a % of all material inputs or supp (d12a)

File: kosovo\_2013\_full\_data

1) The purpose of this question is to determine from where the inputs for production are obtained and purchased.

The calculation is done as a percent of all purchases of supplies and inputs purchased by the establishment for the fiscal year.

Inputs are materials that go through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced. Lumber in a furniture factory is a good example of an input.

Supplies are materials or products that are used, expended, consumed, but will not comprise the final good produced. Pencils and writing paper are good examples of a supply.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Foreign material inputs or supplies as a % of all material inputs or suppl (d12b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 74  
Invalid: 128

### Pre question

SHOW CARD

### Literal question

In fiscal year [insert last complete fiscal year], as a proportion of all of the material inputs or supplies purchased that year, what percent of this establishment's material inputs or supplies were:  
Material inputs or supplies of foreign origin

### Post question

IF 0, GO TO QUESTION D16

### Interviewer instructions

1) The purpose of this question is to determine from where the inputs for production are obtained and purchased.

The calculation is done as a percent of all purchases of supplies and inputs purchased by the establishment for the fiscal year.

Inputs are materials that go through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced. Lumber in a furniture factory is a good example of an input.

Supplies are materials or products that are used, expended, consumed, but will not comprise the final good produced. Pencils and writing paper are good examples of a supply.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Direct import of material inputs or supplies purchased in last fiscal yr? (d13)

File: kosovo\_2013\_full\_data

### Overview

## Direct import of material inputs or supplies purchased in last fiscal yr? (d13)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 63  
Invalid: 139

### Literal question

Were any of the material inputs or supplies purchased in fiscal year [insert last complete fiscal year], imported directly?

### Post question

If answer is No or Don't Know then GO TO QUESTION D16

### Interviewer instructions

The purpose of this question is to determine if the establishment has any interaction with customs when importing inputs and other materials.

## Average number of days to clear customs in last fiscal yr (direct import) (d14)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-20

Valid cases: 43  
Invalid: 159

### Literal question

In fiscal year [insert last complete fiscal year], when this establishment imported material inputs or supplies (from outside the EU for European Union members), how many days did it take on average from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

### Interviewer instructions

The purpose of these questions is to measure the efficiency of customs clearance of imports.

Goods cleared customs includes all clearances required from the moment the goods arrived at their point of entry (e.g., port, airport) until the moment they satisfy the requirement of the clearance procedures at the customs office and can be picked up. It does not include time spent on transportation to reach the point of entry.

Average number of days to clear customs. Prompt respondent to think of various shipments destined to the establishment that originated from abroad, and to estimate an average of the time it took when the shipment arrived to the country's point of entry to the time the establishment was allowed to claim them and begin domestic transport.

## Average days of inventory of most important input (d16)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-180

Valid cases: 74  
Invalid: 128

### Literal question

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?

### Post question

## Average days of inventory of most important input (d16)

File: kosovo\_2013\_full\_data

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND

### Interviewer instructions

Days of inventory of main input. The purpose of this question is to assess the efficiency in the supply chain. When firms have to maintain a high level of stock, because they cannot rely on a predictable supply of inputs, this is a source of economic inefficiency. Inversely, if supplies of the main input can be relied upon to be easily available, firms will keep low levels of stock on hand.

The main input is the input that accounts for the highest value among all inputs. It is not the input for which stock is maintained the longest. For example, if a company makes shirts, the most important input is the cloth, not the buttons and thread, though the establishment may actually keep a 90 day supply of buttons on hand and only a 30 day stock of cloth.

Days of inventory should be calculated as the number of days of normal production capacity before running out of stock.

## At the present time (d17)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-90

Valid cases: 33  
Invalid: 169

### Literal question

At the present time, when this establishment receives its main sales item, on average, how many days of inventory measured in days of sales, does this establishment keep?

### Post question

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND

### Interviewer instructions

Days of inventory of main sales item The purpose of this question is to assess the efficiency in the supply chain. When firms have to maintain a high level of sales items in stock, because they cannot rely on a predictable supply, this is a source of economic inefficiency. Inversely, if supplies of the main sales can be relied upon to be easily available, firms will keep low levels of stock on hand.

The main sales item is the item that accounts for the highest percentage of sales among all items that the establishment sells. It is not the item for which stock is maintained the longest.

Days of inventory should be calculated as how many days it would take, under normal sales conditions, to deplete the main sales item held in supply at the establishment's premises.

## Transport - obstacle to current operations (d30a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Is transport No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

### Interviewer instructions

## Transport - obstacle to current operations (d30a)

File: kosovo\_2013\_full\_data

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Customs and trade regulations - obstacle to current operations (d30b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Are customs and trade regulations No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if customs and trade regulations are no longer a (ECAd31b1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 96  
Invalid: 106

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?

## Expected % increase in total costs - customs and trade regulations no (ECAd31b2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 23  
Invalid: 179

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - customs and trade regulations no (ECAd31b3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-35

Valid cases: 64  
Invalid: 138

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Main market for the main product/service in last fiscal yr (e1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

In fiscal year [insert last complete fiscal year], which of the following was the main market in which this establishment sold its main product?

### Interviewer instructions

The purpose of this question is to get the establishment to define what it considers to be its main market.

The main product is defined by the output that generates the highest proportion of sales. The establishment's main market is defined by the market that generates the most sales for the main product as defined above.

It could be the case that an establishment's main product is sold in smaller proportions in a greater number of markets and that the main product is never the greatest total annual share of revenue in any one market. For example, 51 percent of revenue comes from selling nails, but that is distributed equally in the local, national, and international markets, 33 percent in each. Bolts make up 49 percent of total annual revenues. However, half of the revenue for bolts comes from selling in the international market and half in the local market.

It is clear that bolts sell more in its respective market with respect to nails, but does not generate as much revenue as nails do for the establishment. In such a case, nails should be used as the main product. Whenever local, national and international markets have equal shares choose the national market and do not follow the skip pattern.

## Competitors for the main product/service in the main market (e2b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-52

Valid cases: 191  
Invalid: 11

### Literal question

In fiscal year [insert last complete fiscal year], for the main market in which this establishment sold its main product or service, how many competitors did this establishment's main product or service face?



## Technology licensed from a foreign-owned company (e6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

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

### Interviewer instructions

Technology licensed from a foreign owned company: it measures access to foreign technology. The license may be held by the establishment's parent company. The answer is "no" if the establishment uses foreign technology without a license or a formal agreement.

## Competition against unregistered or informal firms? (e11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Does this establishment compete against unregistered or informal firms?

### Interviewer instructions

- 1) Competition from unregistered or informal firms
- 2) Sensitive question, no clarification can be offered

## National (ECAq53)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

## Practices of informal competitors - obstacle to current operations (e30)

File: kosovo\_2013\_full\_data

### Overview

## Practices of informal competitors - obstacle to current operations (e30)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

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?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## New products/services introduced over last 3 yrs (h1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Pre question

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.

### Literal question

During the last three years, has this establishment introduced new or significantly improved products or services? Please exclude the simple resale of new goods purchased from others and changes of a solely aesthetic nature.

### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

## New products/services new to one of the establishment's markets? (h2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 108  
Invalid: 94

### Literal question

Were any of the new or significantly improved products or services of this establishment new to one of this establishment's markets?

### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

## New production/supply methods introduced over last 3 yrs (h3)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

During the last three years, has this establishment introduced any new or significantly improved methods for the production or supply of products or services?

#### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

## New organisational/management practices or structures introduced over last 3 (h4)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

During the last three years, has this establishment introduced any new or significantly improved organizational or management practices or structures?

#### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

## New marketing methods introduced over last 3 yrs (h5)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

During the last three years, has this establishment introduced new or significantly improved marketing methods?

#### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

## Spending on R&D (h6)

### File: kosovo\_2013\_full\_data

#### Overview

## Spending on R&D (h6)

### File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?

#### Interviewer instructions

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.

## During the last three years (ECAh4)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?

#### Interviewer instructions

INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.

## During the last three years (ECAh8)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

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?

## Capacity utilisation in last fiscal yr (f1)

### File: kosovo\_2013\_full\_data

#### Overview

## Capacity utilisation in last fiscal yr (f1)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 74  
Invalid: 128

### Literal question

In fiscal year [insert last complete fiscal year], what was this establishment's output produced as a proportion of the maximum output possible if using all facilities available (capacity utilization)?

### Interviewer instructions

A capacity utilization estimate should be compared to a full production capacity capability.

This question only references the production facility and not the administrative offices.

Full production capacity is the maximum level of production that this establishment could reasonably expect to attain during regular working hours, and under normal and realistic operating conditions fully utilizing the machinery, equipment and employees in place.

## Typical hours of operation in a week (f2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-168

Valid cases: 74  
Invalid: 128

### Literal question

In fiscal year [insert last complete fiscal year], how many hours per week did this establishment normally operate?

### Interviewer instructions

Hours per week of operation are the hours per week in which machines and employees are engaged in some type of mechanical, physical, or chemical transformation of materials into new products or in which the assembly of components into new products takes place, including maintenance.

This question only references the production facility and not the administrative offices.

## Land - % owned by this establishment (g1a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

Of the land occupied by this establishment, what percent is:  
Owned by this establishment

## Land - % rented or leased by this establishment (g1b)

File: kosovo\_2013\_full\_data

## Land - % rented or leased by this establishment (g1b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

Of the land occupied by this establishment, what percent is:  
Rented or leased by this establishment

## Land - % Other (g1c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

Of the land occupied by this establishment, what percent is:  
Other

## Submit application to obtain a construction-related permit over last 2 yrs? (g2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

More specifically, over the last two years, did this establishment submit an application to obtain a construction-related permit?

### Interviewer instructions

Application for construction permit. Self-explanatory

## Number of days it took to obtain a construction-related permit (g3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-730

Valid cases: 51  
Invalid: 151

### Literal question

## Number of days it took to obtain a construction-related permit (g3)

### File: kosovo\_2013\_full\_data

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?

#### Interviewer instructions

Waiting time for construction permit. Self-explanatory

## Informal gift/ payment expected/requested to obtain construction-related per (g4)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 51  
Invalid: 151

#### Literal question

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

#### Interviewer instructions

- 1) Bribe for construction permit. Self-explanatory
- 2) Sensitive question, no clarification can be offered

## What is the total selling area of this establishment? - Area (g5a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-40000

Valid cases: 33  
Invalid: 169

#### Literal question

What is the total selling area of this establishment?

#### Interviewer instructions

Total selling area refers to the space where sales take place. It does not include warehouses. Whenever the establishment is composed of several locations the selling areas of each location should be added.

## What is the total selling area of this establishment? - Units (g5b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-4

Valid cases: 30  
Invalid: 172

#### Literal question

What is the total selling area of this establishment?  
SPECIFY UNITS

#### Interviewer instructions

## What is the total selling area of this establishment? - Units (g5b)

File: kosovo\_2013\_full\_data

Total selling area refers to the space where sales take place. It does not include warehouses. Whenever the establishment is composed of several locations the selling areas of each location should be added.

## Other (g5bx)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 10

Valid cases: 3  
Invalid: 0

### Literal question

What is the total selling area of this establishment?  
SPECIFY UNITS

## Buildings occupied - % owned by this establishment (g6a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased?  
Owned by this establishment

### Interviewer instructions

- 1) If establishment occupies several buildings the percentages should be computed for the summation of buildings.
- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Buildings occupied - % rented or leased by this establishment (g6b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased?  
Rented or leased by this establishment

### Interviewer instructions

- 1) If establishment occupies several buildings the percentages should be computed for the summation of buildings.
- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%



## Buildings occupied - % Other (g6c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? Other

### Interviewer instructions

- 1) If establishment occupies several buildings the percentages should be computed for the summation of buildings.
- 2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Access to land - obstacle to current operations (g30a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Pay for security in last fiscal yr? (i1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Pre question

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

### Literal question

In fiscal year [insert last complete fiscal year], did this establishment pay for security, for example equipment, personnel, or professional security services?

### Interviewer instructions

Pay for security. Self-explanatory

## % of total annual sales for security (i2a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-25

Valid cases: 127  
Invalid: 75

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security?  
Percent of total annual sales for security

### Interviewer instructions

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

How much pay for security. Self-explanatory

## Total annual cost of security (LCU) (i2b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-39409

Valid cases: 42  
Invalid: 160

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security?  
Total annual cost of security

### Interviewer instructions

How much pay for security. Self-explanatory

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

## Losses as a result of theft (i3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert last complete fiscal year], did this establishment experience losses as a result of theft, robbery, vandalism or arson?

### Interviewer instructions

Experienced losses from theft, robbery, vandalism, arson. Self-explanatory

## Losses due to theft (i4a)

File: kosovo\_2013\_full\_data

## Losses due to theft (i4a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 25  
Invalid: 177

#### Literal question

In fiscal year [insert last complete fiscal year], 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?  
Losses as percent of total annual sales

#### Interviewer instructions

Extent of losses from theft, robbery, vandalism, arson. Self-explanatory

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

## Total annual value of losses due to theft (i4b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-24000

Valid cases: 20  
Invalid: 182

#### Literal question

In fiscal year [insert last complete fiscal year], 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?  
Total annual value of losses

#### Interviewer instructions

Extent of losses from theft, robbery, vandalism, arson. Self-explanatory

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

## Crime (i30)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

#### Pre question

SHOW CARD

#### Literal question

Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment?

#### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if crime (ECAi31a1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 132  
Invalid: 70

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if crime, theft, and disorder is no longer an obstacle?

## Expected % increase in total costs - crime (ECAi31a2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 34  
Invalid: 168

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - crime (ECAi31a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 73  
Invalid: 129

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Paid after delivery - % of total annual purchases of material inputs/serv (k1c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of material inputs or services were purchased on credit - paid after delivery?

## Paid after delivery - % of total annual sales of goods and services (k2c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

In fiscal year [insert last complete fiscal year], what percent of this establishment's total annual sales of its goods or services were: Paid for after delivery?

### Interviewer instructions

1) The questions refer to an establishment's ability to provide and be provided trade credit arrangements with suppliers and customers.

- a. Paid before delivery means the invoice was paid before the shipment arrived.
- b. Paid for on delivery means that the payment was made at the time the shipment arrived.
- c. Paid for after delivery means that the payment was made at some period after the shipment had arrived.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Working capital - % Internal funds/Retained earnings (k3a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

## Working capital - % Borrowed from banks (private and state-owned) (k3bc)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

Borrowed from banks (private and state-owned)

## Working capital - % Borrowed from non-bank financial institutions (k3e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-10

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?  
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies.

## Working capital - % Purchases on credit from suppliers (k3f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?  
Purchases on credit from suppliers and advances from customers

## Working capital - % Other (k3hd)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources?  
Other (moneylenders, friends, relatives, etc.)

## Purchase of fixed assets in last fiscal yr? (k4)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

## Purchase of fixed assets in last fiscal yr? (k4)

File: kosovo\_2013\_full\_data

### Literal question

In fiscal year [insert last complete fiscal year], did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

### Interviewer instructions

Purchase of fixed assets, investments, etc. Self-explanatory

## Spending on purchases of machinery (n5a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete

Format: numeric

Width: 7

Decimals: 0

Range: -9-7000000

Valid cases: 145

Invalid: 57

### Literal question

In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of: Machinery, vehicles, and equipment (new or used)

### Interviewer instructions

The category machinery, vehicles and equipment is the annual investment of anything used directly by this establishment to produce. Vehicles include transport and loading and unloading vehicles. It should include not only the purchase cost but also all other costs involved in the investment such as transport of the item and installation cost. Computer hardware should be considered under equipment

Land, buildings is the annual investment in land, buildings and structures used directly or indirectly by this establishment to produce goods and services.

Included are expenditures for new and used structures (including those under construction at the end of last complete fiscal year), fixtures and equipment, additions, major alterations and improvements to existing facilities, and capitalized repairs.

## Spending on purchases of land and buildings (LCU) (n5b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete

Format: numeric

Width: 7

Decimals: 0

Range: -9-2200000

Valid cases: 145

Invalid: 57

### Literal question

In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of: Land and buildings

### Interviewer instructions

## Spending on purchases of land and buildings (LCU) (n5b)

### File: kosovo\_2013\_full\_data

The category machinery, vehicles and equipment is the annual investment of anything used directly by this establishment to produce. Vehicles include transport and loading and unloading vehicles. It should include not only the purchase cost but also all other costs involved in the investment such as transport of the item and installation cost. Computer hardware should be considered under equipment

Land, buildings is the annual investment in land, buildings and structures used directly or indirectly by this establishment to produce goods and services.

Included are expenditures for new and used structures (including those under construction at the end of last complete fiscal year), fixtures and equipment, additions, major alterations and improvements to existing facilities, and capitalized repairs.

## Fixed assets - % Internal funds or retained earnings (k5a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 145  
Invalid: 57

#### Pre question

SHOW CARD

#### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources?

Internal funds or retained earnings

#### Interviewer instructions

1) Fixed assets include any indivisible purchase made by the establishment as described in K.4. Examples include machinery/equipment, land, buildings, building improvements, etc.

The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Fixed assets - % Owners' contribution or issued new equity shares (k5i)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-90

Valid cases: 145  
Invalid: 57

#### Pre question

SHOW CARD

#### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources?

Owners' contribution or issued new equity shares

#### Interviewer instructions



## Fixed assets - % Owners' contribution or issued new equity shares (k5i)

File: kosovo\_2013\_full\_data

1) Fixed assets include any indivisible purchase made by the establishment as described in K.4. Examples include machinery/equipment, land, buildings, building improvements, etc.

The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Fixed assets - % Borrowed from banks: private and state-owned (k5bc)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 145  
Invalid: 57

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
Borrowed from banks: private and state-owned

## Fixed assets - % Borrowed from non-bank financial institutions (k5e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 145  
Invalid: 57

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies

## Fixed assets - % Purchases on credit from suppliers (k5f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-20

Valid cases: 145  
Invalid: 57

### Pre question

## Fixed assets - % Purchases on credit from suppliers (k5f)

File: kosovo\_2013\_full\_data

SHOW CARD

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:

Purchases on credit from suppliers and advances from customers

### Interviewer instructions

1) Fixed assets include any indivisible purchase made by the establishment as described in K.4. Examples include machinery/equipment, land, buildings, building improvements, etc.

The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.

2) INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

## Fixed assets - % Other (k5hdj)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-60

Valid cases: 145  
Invalid: 57

### Literal question

Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:

Other (moneylenders, friends, relatives, bonds, etc.)

## Leasing of fixed assets in last fiscal yr? (ECAk4a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

## Checking or savings account? (k6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

## Checking or savings account? (k6)

File: kosovo\_2013\_full\_data

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

### Interviewer instructions

Checking/ savings account. Self-explanatory

## Overdraft facility? (k7)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

At this time, does this establishment have an overdraft facility?

### Interviewer instructions

An overdraft facility is a flexible account that allows firms to draw upon in the event their account balance becomes negative. The firm will incur fees or are subject to interest payments if they exercise this option.

## Line of credit or a loan from a financial institution? (k8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

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

### Post question

If answer is No or Don't Know then GO TO QUESTION K.16

### Interviewer instructions

A line of credit is an available amount of credit that the establishment can draw upon or leave untapped. Lines of credit usually carry monthly interest rates, and are repaid quickly (as soon as the establishment's cash flow allows for repayment). They may or may not have a defined date of expiration.

A loan is generally a much less flexible form of finance. It comes in fixed amounts (rather than ranges), carry annual interest rates (either fixed or floating), and they carry a determined term to maturity (finite period for repayment).

## Type of financial institution that granted the most recent line of credit/lo (k9)

File: kosovo\_2013\_full\_data

### Overview

## Type of financial institution that granted the most recent line of credit/lo (k9)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 135  
Invalid: 67

### Pre question

SHOW CARD

### Literal question

Referring to the most recent line of credit or loan, what type of financial institution granted this loan?

### Interviewer instructions

Institutions that granted loan. Self-explanatory

## Bank that provided the most recent line of credit/loan (ECAk9a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-12

Valid cases: 133  
Invalid: 69

### Literal question

Which bank provided the most recent line of credit or loan?

## Year of approval of the most recent line of credit/loan (k10)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 4  
Decimals: 0  
Range: -9-2013

Valid cases: 135  
Invalid: 67

### Literal question

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

### Interviewer instructions

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

## Value of the most recent line of credit/loan at the time of approval (LCU) (k11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-5200000

Valid cases: 135  
Invalid: 67

## Value of the most recent line of credit/loan at the time of approval (LCU) (k11)

File: kosovo\_2013\_full\_data

### Literal question

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

### Interviewer instructions

Value of the loan. Self-explanatory

## Currency of the most recent line of credit/loan (ECAq46f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-4

Valid cases: 135  
Invalid: 67

### Literal question

In what currency is the most recent line of credit or loan denominated?

## Currency of the most recent line of credit/loan (Other) (ECAq46fx)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 1

Valid cases: 0

### Literal question

In what currency is the most recent line of credit or loan denominated?  
Other

## Annual nominal interest rate of the most recent line of credit/loan (ECAq46d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-26

Valid cases: 135  
Invalid: 67

### Literal question

What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?

### Interviewer instructions

(INTERVIEWER: If the respondent says that the interest rate is variable, please ask the respondent to calculate the average annual interest rate)

## Original duration of the most recent line of credit/loan in months (ECAq46e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-120

Valid cases: 135  
Invalid: 67

### Literal question

What was the original duration of the most recent line of credit or loan in months?

## Collateral required for the most recent line of credit/loan? (k13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 135  
Invalid: 67

### Literal question

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

### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Collateral - Land (k14a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 120  
Invalid: 82

### Pre question

INTERVIEWER: READ OUT

### Literal question

Referring only to this most recent loan or line of credit, what type of collateral was required?

Land, buildings under ownership of the establishment

### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Collateral - Machinery and equipment including movables (k14b)

File: kosovo\_2013\_full\_data

### Overview

## Collateral - Machinery and equipment including movables (k14b)

### File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 120  
Invalid: 82

#### Literal question

Referring only to this most recent loan or line of credit, what type of collateral was required?  
Machinery and equipment including movables

#### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Collateral - Accounts receivable and inventories (k14c)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 120  
Invalid: 82

#### Literal question

Referring only to this most recent loan or line of credit, what type of collateral was required?  
Accounts receivable and inventories

#### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Collateral - Personal assets of owner (house (k14d)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 120  
Invalid: 82

#### Literal question

Referring only to this most recent loan or line of credit, what type of collateral was required?  
Personal assets of owner (house, etc.)

#### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Collateral - Other forms of collateral not included in the categories above (k14e)

### File: kosovo\_2013\_full\_data

## Collateral - Other forms of collateral not included in the categories above (k14e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 120  
Invalid: 82

### Literal question

Referring only to this most recent loan or line of credit, what type of collateral was required?  
Other forms of collateral not included in the categories above

### Interviewer instructions

Collateral refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.

## Approx. collateral value required for the most recent line of credit/loan (k15a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 8  
Decimals: 0  
Range: -9-15000000

Valid cases: 120  
Invalid: 82

### Literal question

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

## Outstanding balance on the most recent line of credit/loan (LCU) (ECAk15a1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: -9-900000

Valid cases: 135  
Invalid: 67

### Literal question

What is the outstanding balance on this most recent line of credit or loan?

## Total number of outstanding loans/lines of credit held by this establishment (k15b)

File: kosovo\_2013\_full\_data

### Overview



## Total number of outstanding loans/lines of credit held by this establishme (k15b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-45

Valid cases: 135  
Invalid: 67

### Literal question

What is the total number of outstanding loans or lines of credit held by this establishment?

## Total value of outstanding loans/lines of credit held by this establishmen (k15c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-3300000

Valid cases: 47  
Invalid: 155

### Literal question

What is the total value of outstanding loans or lines of credit held by this establishment?

## Outstanding personal loans used to finance establishment's business activi (k15d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

At this time, does the owner of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

## Apply for any loans/lines of credit in last fiscal yr? (k16)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any loans or lines of credit?

### Interviewer instructions

## Apply for any loans/lines of credit in last fiscal yr? (k16)

File: kosovo\_2013\_full\_data

Apply for new loans in last year. Self-explanatory

## Main reason for not applying for line of credit/loan (ECAk17)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-8

Valid cases: 145  
Invalid: 57

### Pre question

SHOW CARD

### Literal question

What was the main reason why this establishment did not apply for any line of credit or loan?

### Interviewer instructions

INTERVIEWER: ONE ANSWER ONLY

## Outcome of the most recent application for line of credit/loan (k20a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 53  
Invalid: 149

### Literal question

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

## Annual financial statements checked and certified by an external auditor? (k21)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

In fiscal year [insert last complete fiscal year], did this establishment have its annual financial statements checked and certified by an external auditor?

### Interviewer instructions

Certification of financial statements by external auditor. Self-explanatory

## Access to finance - obstacle to current operations (k30)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Literal question

Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment?

## Plaintiff or defendant in court in the last 3 yrs? (ECAq31e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Pre question

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.

### Literal question

Has this establishment been to court as a plaintiff or as a defendant in the last three years?

## H7a. "The court system is fair (h7a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

"The court system is fair, impartial and uncorrupted."

### Interviewer instructions

Self-explanatory

## The court system is quick (ECAj1b)

File: kosovo\_2013\_full\_data

### Overview

## The court system is quick (ECAj1b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

"The court system is quick."

### Interviewer instructions

Self-explanatory

## The court system is able to enforce its decisions (ECAj1c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

"The court system is able to enforce its decisions."

### Interviewer instructions

Self-explanatory

## % Senior management's time spent on dealing with regulations (j2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

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/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

### Interviewer instructions

Percent of total senior management's time. Ask managers to estimate what percentage of their time senior managers spend dealing with government regulations, inspections, negotiations and other bureaucratic burden. This is time that would otherwise be spent on business matters. It should not include time spent negotiating procurement contracts with the government - only time dealing with red tape and bureaucracy.

## Visited or inspected by tax officials over last yr? (j3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Over the last year, was this establishment visited or inspected by tax officials?

### Interviewer instructions

Visitations and inspections from tax inspectorate officials. Self-explanatory

## Number of inspections by/required meetings with tax officials over last yr (j4)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-40

Valid cases: 185  
Invalid: 17

### Literal question

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

### Interviewer instructions

Self-explanatory

## Informal gift/payment expected/requested in meetings/tax inspections? (j5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 185  
Invalid: 17

### Literal question

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

### Interviewer instructions

- 1) Bribes from tax inspectors. Self-explanatory
- 2) Sensitive question, no clarification can be offered

## Secured or attempted to secure a government contract over last yr? (j6a)

File: kosovo\_2013\_full\_data

### Overview

Secured or attempted to secure a government contract over last yr? (j6a)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

#### Literal question

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

#### Interviewer instructions

Self-explanatory

% of contract value typically paid to secure a government contract (j6)

File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-15

Valid cases: 73  
Invalid: 129

#### Literal question

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

#### Interviewer instructions

1) Percent of the contract value. The question is designed to get at the size of the unaudited or unreported payment that is made to a government officials that directly aided in granting a government contract, in part or in whole, or expanded the size of the contract to include the establishment's business.

Again, notice the wording (phrasing) of the question: it asks for the respondent to answer for the "typical" establishment, rather than the establishment being interviewed.

2) Sensitive question, no clarification can be offered

% of total annual sales paid as informal payment/gift (j7a)

File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-20

Valid cases: 202  
Invalid: 0

#### Literal question

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 percent 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 of total annual sales paid as informal payment

#### Interviewer instructions

## % of total annual sales paid as informal payment/gift (j7a)

File: kosovo\_2013\_full\_data

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

1) Size of informal payments/gifts Informal payments are payments made to government officials that are unaudited or unreported. They are generally given to an official with the expectation that a service will be performed (such as granting a business license), a violation overlooked (such as violation of health regulation), or because the official threatens the business.

Notice the wording (phrasing) of the question: it asks for the respondent to answer for establishments "like this one" rather than the establishment being interviewed.

2) Sensitive question, no clarification can be offered

## Total annual informal payment (LCU) (j7b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9--7

Valid cases: 0  
Invalid: 202

### Literal question

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 percent 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?

Total annual informal payment

### Interviewer instructions

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

1) Size of informal payments/gifts Informal payments are payments made to government officials that are unaudited or unreported. They are generally given to an official with the expectation that a service will be performed (such as granting a business license), a violation overlooked (such as violation of health regulation), or because the official threatens the business.

Notice the wording (phrasing) of the question: it asks for the respondent to answer for establishments "like this one" rather than the establishment being interviewed.

2) Sensitive question, no clarification can be offered

## Submit application to obtain an import license over last 2 yrs? (j10)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

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

### Interviewer instructions

Application for import license Self-explanatory

## Number of days it took to obtain import license (j11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-365

Valid cases: 47  
Invalid: 155

### Literal question

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

### Interviewer instructions

Wait for import license Self-explanatory

## Informal gift/ payment expected/requested to obtain import license? (j12)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 47  
Invalid: 155

### Literal question

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

### Interviewer instructions

- 1) Bribe for import license Self-explanatory
- 2) Sensitive question, no clarification can be offered

## Submit application to obtain an operating license over last 2 yrs? (j13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

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

### Interviewer instructions

Application for operating license Self-explanatory-Includes renewals of operating licenses

## Number of days it took to obtain operating license (j14)

File: kosovo\_2013\_full\_data

### Overview



## Number of days it took to obtain operating license (j14)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-520

Valid cases: 51  
Invalid: 151

### Literal question

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

### Interviewer instructions

Wait for operating license Self-explanatory

## Informal gift/ payment expected/requested to obtain operating license? (j15)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 51  
Invalid: 151

### Literal question

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

## Tax rates - obstacle to current operations (j30a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) ROTATE OPTIONS

### Literal question

As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.

Tax rates

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Tax administration - obstacle to current operations (j30b)

File: kosovo\_2013\_full\_data

### Overview

## Tax administration - obstacle to current operations (j30b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) ROTATE OPTIONS

### Literal question

As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.

Tax administration

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if tax administration no longer an obstacle (ECAj31b1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 138  
Invalid: 64

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle?

## Expected % increase in total costs - tax administration no obstacle (ECAj31b2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 36  
Invalid: 166

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - tax administration no obstacle (ECAj31b3)

File: kosovo\_2013\_full\_data

### Overview

## Expected % decrease in total costs - tax administration no obstacle (ECAj31b3)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 91  
Invalid: 111

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Business licensing and permits - obstacle to current operations (j30c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) SHOW CARD
- 2) ROTATE OPTIONS

### Literal question

As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.

Business licensing and permits

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if business licensing and permits no longer an obstacle (ECAj31c1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 61  
Invalid: 141

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?

## Expected % increase in total costs - business licensing and permits no (ECAj31c2)

File: kosovo\_2013\_full\_data

## Expected % increase in total costs - business licensing and permits no (ECAj31c2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 11  
Invalid: 191

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - business licensing and permits no (ECAj31c3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 20  
Invalid: 182

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Political instability - obstacle to current operations (j30e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Using the response options on the card; To what degree is political instability an obstacle to the current operations of this establishment?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Corruption - obstacle to current operations (j30f)

File: kosovo\_2013\_full\_data

### Overview

## Corruption - obstacle to current operations (j30f)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Using the response options on the card; To what degree is corruption an obstacle to the current operations of this establishment?

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if corruption no longer an obstacle (ECAj31f1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 148  
Invalid: 54

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?

## Expected % increase in total costs - corruption no obstacle (ECAj31f2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 39  
Invalid: 163

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - corruption no obstacle (ECAj31f3)

File: kosovo\_2013\_full\_data

### Overview

## Expected % decrease in total costs - corruption no obstacle (ECAj31f3)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 87  
Invalid: 115

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Courts - obstacle to current operations (h30)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

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

### Interviewer instructions

- 1) The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).
- 2) Sensitive question, no clarification can be offered

## Change in total costs if courts no longer an obstacle (ECAh31a1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 65  
Invalid: 137

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if courts are no longer an obstacle?

## Expected % increase in total costs - courts no obstacle (ECAh31a2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 15  
Invalid: 187

### Literal question

## Expected % increase in total costs - courts no obstacle (ECAh31a2)

File: kosovo\_2013\_full\_data

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - courts no obstacle (ECAh31a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 28  
Invalid: 174

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Frequency of informal payments/gifts to get things done (ECAq39)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-6

Valid cases: 202  
Invalid: 0

### Pre question

- 1) READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: To conclude the topic on regulations
- 2) SHOW CARD

### Literal question

Thinking about officials, would you say the following statement is always, usually, frequently, sometimes, seldom or never true?

It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc

### Interviewer instructions

Sensitive question, no clarification can be offered

## Frequency of unofficial payments/gifts to deal with customs/imports (ECAq41a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-6

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:

To deal with customs/imports

## Frequency of unofficial payments/gifts to deal with customs/imports (ECAq41a)

File: kosovo\_2013\_full\_data

### Interviewer instructions

Sensitive question, no clarification can be offered

## Frequency of unofficial payments/gifts to deal with courts (ECAq41b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-6

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:  
To deal with courts

### Interviewer instructions

Sensitive question, no clarification can be offered

## Frequency of unofficial payments/gifts to deal with taxes and tax colle (ECAq41c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-6

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:  
To deal with taxes and tax collection

### Interviewer instructions

Sensitive question, no clarification can be offered

## Private payments/gifts/other benefits to Parliamentarians - direct impa (ECAq44a)

File: kosovo\_2013\_full\_data

### Overview



## Private payments/gifts/other benefits to Parliamentarians - direct impa (ECAq44a)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 202  
Invalid: 0

### Literal question

It is often said that firms make unofficial payments/gifts, 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 this establishment?

Private payments/gifts or other benefits to Parliamentarians to affect their votes

### Interviewer instructions

Sensitive question, no clarification can be offered

## Private payments/gifts/other benefits to Government officials - direct (ECAq44b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 202  
Invalid: 0

### Literal question

It is often said that firms make unofficial payments/gifts, 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 this establishment?

Private payments/gifts or other benefits to Government officials to affect the content of government decrees

### Interviewer instructions

Sensitive question, no clarification can be offered

## Private payments/gifts/other benefits to local/regional officials -dire (ECAq44c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 202  
Invalid: 0

### Literal question

It is often said that firms make unofficial payments/gifts, 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 this establishment?

Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees

### Interviewer instructions

Sensitive question, no clarification can be offered

## Number of times an external consultant hired in last 3 fiscal yrs (ECAr16a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-10

Valid cases: 202  
Invalid: 0

### Literal question

In the last three complete fiscal years, how many times has this establishment hired an external consultant (such as management consultant, engineer, architect, accountant)?

## Business skills improvements (ECAr17a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 44  
Invalid: 158

### Literal question

What kind of consulting services were provided?

Business skills improvements (finance, marketing, communication, basic HR, business plan)

## Business process improvements (ECAr17b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 44  
Invalid: 158

### Literal question

What kind of consulting services were provided?

Business process improvements (informational/accounting system or introduction of quality standard)

## More sophisticated projects (ECAr17c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 44  
Invalid: 158

### Literal question

What kind of consulting services were provided?

More sophisticated projects (restructuring, feasibility study, environmental management and energy efficiency)

## Any external consultants hired from local consulting firms? (ECAr18)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 44  
Invalid: 158

### Literal question

Were any of these external consultants hired from local consulting firms?

## Main reason the establishment did not hire an external consultant (ECAr20)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-6

Valid cases: 158  
Invalid: 44

### Pre question

SHOW CARD

### Literal question

What was the main reason why this establishment did not hire an external consultant?

## Main reason the establishment did not hire an external consultant (Other (ECAr20x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 1

Valid cases: 0

### Literal question

What was the main reason why this establishment did not hire an external consultant? Other

## Permanent (l1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-360

Valid cases: 202  
Invalid: 0

### Pre question

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

## Permanent (l1)

### File: kosovo\_2013\_full\_data

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees did this establishment employ? Please include all employees and managers

#### Post question

INTERVIEWER: include interviewee if applicable

#### Interviewer instructions

Number of permanent, full-time employees last complete fiscal year 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 up to 8 or more hours per day.

All employees and managers (including respondent) should be counted.

## Permanent (l2)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-460

Valid cases: 202  
Invalid: 0

#### Literal question

Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers

#### Post question

INTERVIEWER: include interviewee if applicable

#### Interviewer instructions

Number of permanent, full-time employees three complete fiscal years ago. See definition of permanent, full-time employees in l1

## Permanent (l3a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-220

Valid cases: 74  
Invalid: 128

#### Pre question

INTERVIEWER: READ EACH CATEGORY

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:  
Production employees

#### Interviewer instructions

## Permanent (l3a)

### File: kosovo\_2013\_full\_data

Number of permanent, full-time production employees are employees (up to the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item.

Number of permanent, full-time non-production employees are those employees not engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Managers and other supervisory personnel with responsibilities for the performance of shop floor supervisors and below are included. Do not include shop floor supervisors.

Employees in sales (including driver-salespersons), sales delivery (highway truck drivers and their helpers), janitorial and guard services, advertising, credit, collection, installation and servicing of own products, clerical and routine office functions, executive, purchasing, financing, legal, personnel (including cafeteria, medical, etc.) are included. Also included are employees on the payroll of the manufacturing establishment engaged in the construction of major additions or alterations utilized as a separate work force. Professional, and technical employees are included in this category.

## Permanent (l3b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-50

Valid cases: 74  
Invalid: 128

#### Pre question

INTERVIEWER: READ EACH CATEGORY

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:  
Non-production employees [e.g., managers, administration, sales]

#### Interviewer instructions

Number of permanent, full-time production employees are employees (up to the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item.

Number of permanent, full-time non-production employees are those employees not engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Managers and other supervisory personnel with responsibilities for the performance of shop floor supervisors and below are included. Do not include shop floor supervisors.

Employees in sales (including driver-salespersons), sales delivery (highway truck drivers and their helpers), janitorial and guard services, advertising, credit, collection, installation and servicing of own products, clerical and routine office functions, executive, purchasing, financing, legal, personnel (including cafeteria, medical, etc.) are included. Also included are employees on the payroll of the manufacturing establishment engaged in the construction of major additions or alterations utilized as a separate work force. Professional, and technical employees are included in this category.

## Permanent (l4a)

### File: kosovo\_2013\_full\_data

#### Overview

## Permanent (l4a)

### File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-200

Valid cases: 74  
Invalid: 128

#### Pre question

INTERVIEWER: READ EACH CATEGORY

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:

Skilled production workers

#### Interviewer instructions

Numbers of different types of permanent, full-time skilled production workers have some special knowledge or (usually acquired) ability in their work. A skilled worker may have attended a college, university or technical school or, may have learned their skills on the job.

Unskilled production worker are unskilled in that it is not required that they have special training, education, or skill to perform their job.

## Permanent (l4b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-40

Valid cases: 74  
Invalid: 128

#### Pre question

INTERVIEWER: READ EACH CATEGORY

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:

Unskilled production workers

#### Interviewer instructions

Numbers of different types of permanent, full-time skilled production workers have some special knowledge or (usually acquired) ability in their work. A skilled worker may have attended a college, university or technical school or, may have learned their skills on the job.

Unskilled production worker are unskilled in that it is not required that they have special training, education, or skill to perform their job.

## At the end of fiscal year XXXX (l5)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-150

Valid cases: 128  
Invalid: 74

#### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female?

## Female permanent full-time production workers at the end of last fiscal yr (l5a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-150

Valid cases: 74  
Invalid: 128

### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female?

Female permanent full-time production employees

### Interviewer instructions

Self explanatory

## Female permanent full-time non-production workers at the end of last fiscal (l5b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-7

Valid cases: 74  
Invalid: 128

### Literal question

At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment for the following categories were female?

Female permanent full-time non-production employees

### Interviewer instructions

Self explanatory

## Temporary (l6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

How many full-time temporary employees did this establishment employ in fiscal year [insert last complete fiscal year]?

### Post question

(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 that work full-time)

### Interviewer instructions

Full-time temporary or seasonal employees are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of employment contract and work 40 hours or more per week for the term of their contract.

## Female temporary (l6a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-70

Valid cases: 93  
Invalid: 109

#### Literal question

How many full-time temporary employees employed throughout fiscal year [insert last complete fiscal year], were females?

## Average employment (l8)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-12

Valid cases: 93  
Invalid: 109

#### Literal question

What was the average length of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year]?

#### Interviewer instructions

Average length of employment of all full-time temporary or seasonal employees refers to the number of months that the employee was contracted for work that occupied employees for 40 hours or more per week. If average full-time temporary or seasonal employment was for less than one month, enumerator should write 1.

## Average number of yrs of education of typical production worker (l9a1)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-15

Valid cases: 74  
Invalid: 128

#### Literal question

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

Average number of years of education of typical production worker

#### Interviewer instructions

(INTERVIEWER: Full secondary education corresponds to 10 years, higher education to 15 years. EDUCATION IN YEARS= NUMBER OF YEARS AT SCHOOL + NUMBER OF YEARS OF PROFESSIONAL EDUCATION, INCLUDING HIGHER EDUCATION. FOR EXAMPLE, SECONDARY (FULL) GENERAL EDUCATION = 10 YEARS, HIGHER = 15 YEARS. IF THE ANSWER IS LESS THAN 6, PLEASE DO ASK AGAIN.)

## Average number of yrs of education of typical female production worker (l9a2)

### File: kosovo\_2013\_full\_data



## Average number of yrs of education of typical female production worker (l9a2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-15

Valid cases: 74  
Invalid: 128

### Literal question

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

Average number of years of education of typical female production worker

### Interviewer instructions

(INTERVIEWER: Full secondary education corresponds to 10 years, higher education to 15 years. EDUCATION IN YEARS= NUMBER OF YEARS AT SCHOOL + NUMBER OF YEARS OF PROFESSIONAL EDUCATION, INCLUDING HIGHER EDUCATION. FOR EXAMPLE, SECONDARY (FULL) GENERAL EDUCATION = 10 YEARS, HIGHER = 15 YEARS. IF THE ANSWER IS LESS THAN 6, PLEASE DO ASK AGAIN.)

## % of full time employees who completed a university degree (ECAq69)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 202  
Invalid: 0

### Literal question

What percent of this establishment's labor force employed at the end of fiscal year [insert last complete fiscal year] had a university degree?

## Formal training programs for permanent (l10)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 202  
Invalid: 0

### Literal question

Over fiscal year [insert last complete fiscal year], did this establishment have formal training programs for its permanent, full-time employees?

### Interviewer instructions

Formal training has a structured and defined curriculum. Formal training may include classroom work, seminars, lectures, workshops, and audio-visual presentations and demonstrations. This does not include training to familiarize employees with equipment and machinery on the shop floor, training aimed at familiarizing employees with the establishment's standard operation procedures, or employee orientation at the beginning of an employee's tenure. In-house training may be conducted by other non-supervisory employees of the establishment, the establishment's supervisors or managers, or the establishments training centers.

## % of production full-time permanent employees that received formal training (l11a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 39  
Invalid: 163

### Literal question

Referring to the training programs run over fiscal year [insert last complete fiscal year], what percent of permanent, full-time employees of the following categories received formal training?  
Production full-time permanent employees trained

### Interviewer instructions

Percentage of production vs. non-production employees that were trained. Self-explanatory

## % of non-production full-time permanent employees that received formal training (l11b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 39  
Invalid: 163

### Literal question

Referring to the training programs run over fiscal year [insert last complete fiscal year], what percent of permanent, full-time employees of the following categories received formal training?  
Non-production full-time permanent employees trained

### Interviewer instructions

Percentage of production vs. non-production employees that were trained. Self-explanatory

## Labor regulations - obstacle to current operations (l30a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

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

### Interviewer instructions

- 1) Self-explanatory
- 2) Sensitive question, no clarification can be offered

## Change in total costs if labor regulations no longer an obstacle (ECA131a1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 43  
Invalid: 159

### Literal question

Would your total annual costs increase, remain the same or decrease over the next fiscal year if labor regulations are no longer an obstacle?

## Expected % increase in total costs - labor regulations no obstacle (ECA131a2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 14  
Invalid: 188

### Literal question

By what percentage would your total annual costs INCREASE in the next fiscal year?

## Expected % decrease in total costs - labor regulations no obstacle (ECA131a3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 16  
Invalid: 186

### Literal question

By what percentage would your total annual costs DECREASE in the next fiscal year?

## Inadequately educated workforce - obstacle to current operations (I30b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

## Inadequately educated workforce - obstacle to current operations (I30b)

File: kosovo\_2013\_full\_data

SHOW CARD

### Literal question

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

### Interviewer instructions

- 1) Self-explanatory
- 2) Sensitive question, no clarification can be offered

## Change in total sales if inadequately educated workforce no longer an obstacle (ECAI31b1)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 92  
Invalid: 110

### Literal question

Would your total annual sales increase, remain the same or decrease over the next fiscal year if an inadequately educated workforce is no longer an obstacle?

## Expected % increase in total sales - inadequately educated workforce no (ECAI31b2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 53  
Invalid: 149

### Literal question

By what percentage would your total annual sales INCREASE in the next fiscal year?

## Expected % decrease in total sales - inadequately educated workforce no (ECAI31b3)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-30

Valid cases: 22  
Invalid: 180

### Literal question

By what percentage would your total annual sales DECREASE in the next fiscal year?

## Business environment - biggest obstacle faced (m1a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-15

Valid cases: 202  
Invalid: 0

### Pre question

1) READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: The next set of questions is designed to get a general picture of your opinion about the business environment that affects your operations.  
2) SHOW CARD (DO NOT READ OUT)

### Literal question

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?

### Interviewer instructions

INTERVIEWER: ONE ANSWER ONLY

## Card rotation number (pre-defined) (m1d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-3

Valid cases: 202  
Invalid: 0

### Pre question

SHOW CARD

### Literal question

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?

Rotation (option 1, 2 or 3)

## Total cost of labor (LCU) (n2a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-2500000

Valid cases: 202  
Invalid: 0

### Pre question

1) READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. 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.  
2) READ OUT

### Literal question

For fiscal year [insert last complete fiscal year], please provide the following information about this establishment:  
Total annual cost of labor (including wages, salaries, bonuses, social security payments)

### Interviewer instructions

## Total cost of labor (LCU) (n2a)

### File: kosovo\_2013\_full\_data

Total cost of labor, including wages, salaries and benefits is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).

Raw materials and intermediate goods (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements

Total annual cost of finished goods and materials purchased to resell: (S) is the cost of all finished goods and materials purchased to be resold.

Fuel (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.

Electricity is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.

Total annual depreciation is the amortization of fixed assets due to the wearing down and/or obsolescence

## Total cost of raw materials and intermediate goods used in production (LCU) (n2e)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-3000000

Valid cases: 74  
Invalid: 128

#### Literal question

For fiscal year [insert last complete fiscal year], please provide the following information about this establishment:  
Total annual cost of raw materials and intermediate goods used in production

#### Interviewer instructions

Total cost of labor, including wages, salaries and benefits is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).

Raw materials and intermediate goods (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements

Total annual cost of finished goods and materials purchased to resell: (S) is the cost of all finished goods and materials purchased to be resold.

Fuel (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.

Electricity is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.

Total annual depreciation is the amortization of fixed assets due to the wearing down and/or obsolescence

## Total costs of fuel (LCU) (n2f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-3500000

Valid cases: 74  
Invalid: 128

### Literal question

For fiscal year [insert last complete fiscal year], please provide the following information about this establishment:

Total annual costs of fuel

### Interviewer instructions

Total cost of labor, including wages, salaries and benefits is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).

Raw materials and intermediate goods (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements

Total annual cost of finished goods and materials purchased to resell: (S) is the cost of all finished goods and materials purchased to be resold.

Fuel (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.

Electricity is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.

Total annual depreciation is the amortization of fixed assets due to the wearing down and/or obsolescence

## Total costs of electricity (LCU) (n2b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-1000000

Valid cases: 202  
Invalid: 0

### Literal question

For fiscal year [insert last complete fiscal year], please provide the following information about this establishment:

Total annual costs of electricity

### Interviewer instructions

## Total costs of electricity (LCU) (n2b)

### File: kosovo\_2013\_full\_data

Total cost of labor, including wages, salaries and benefits is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).

Raw materials and intermediate goods (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements

Total annual cost of finished goods and materials purchased to resell: (S) is the cost of all finished goods and materials purchased to be resold.

Fuel (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.

Electricity is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.

Total annual depreciation is the amortization of fixed assets due to the wearing down and/or obsolescence

## Total rental cost of machinery (n2ra)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: -9-127000

Valid cases: 74  
Invalid: 128

#### Literal question

From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment:

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

## Total rental cost of land and buildings (n2rb)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-30000

Valid cases: 74  
Invalid: 128

#### Literal question

From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment:

Total rental cost of land and buildings

## Other cost of production not included above (n2j)

### File: kosovo\_2013\_full\_data

#### Overview



## Other cost of production not included above (n2j)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-2500000

Valid cases: 74  
Invalid: 128

### Literal question

From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment:

Other cost of production not included above

## Total annual cost of finished goods and materials purchased to resell (n2i)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-4100000

Valid cases: 33  
Invalid: 169

### Literal question

For fiscal year [insert last complete fiscal year], please provide the following information about this establishment:  
Total annual cost of finished goods/materials bought to resell

### Interviewer instructions

Total cost of labor, including wages, salaries and benefits is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).

Raw materials and intermediate goods (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements

Total annual cost of finished goods and materials purchased to resell: (S) is the cost of all finished goods and materials purchased to be resold.

Fuel (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.

Electricity is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.

Total annual depreciation is the amortization of fixed assets due to the wearing down and/or obsolescence

## Net book value of machinery (n6a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 8  
Decimals: 0  
Range: -9-15000000

Valid cases: 74  
Invalid: 128

### Literal question

## Net book value of machinery (n6a)

### File: kosovo\_2013\_full\_data

At the end of fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following:  
Machinery, vehicles, and equipment

#### Interviewer instructions

Net book value equals the purchase value minus depreciation.

The net book value represents the actual cost of assets at the time they were acquired, including all costs incurred in making the assets usable (such as transportation and installation) minus depreciation accumulated since the date of purchase. Included in the assets are all buildings, structures, machinery, and equipment (production, office, and transportation equipment) for which depreciation reserves are maintained. Accordingly, the value of assets at the end of the year includes the value of construction in progress.

## Net book value of land and buildings (LCU) (n6b)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-4000000

Valid cases: 74  
Invalid: 128

#### Literal question

At the end of fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following:  
Land and buildings

#### Interviewer instructions

Net book value equals the purchase value minus depreciation.

The net book value represents the actual cost of assets at the time they were acquired, including all costs incurred in making the assets usable (such as transportation and installation) minus depreciation accumulated since the date of purchase. Included in the assets are all buildings, structures, machinery, and equipment (production, office, and transportation equipment) for which depreciation reserves are maintained. Accordingly, the value of assets at the end of the year includes the value of construction in progress.

## Replacement cost for machinery (n7a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 8  
Decimals: 0  
Range: -9-20000000

Valid cases: 74  
Invalid: 128

#### Literal question

Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?  
Machinery, vehicles, and equipment

#### Interviewer instructions

This question is designed to ascertain the market value of the establishment's assets. Data on equipment is the most important. You can ask the manager to estimate the market value if all of the equipment, land and buildings were sold on the open market. If the respondent states that there is no market, ask how much the respondent would be willing to pay for the capital, knowing what it can produce in its current condition. Estimate how much it would cost to buy machinery in the current market which is similar in terms of age and characteristics. This estimate is to give an indication of the capital intensity of the firm. Keep in mind that it is one of the most important questions on the questionnaire.

## Replacement cost for land and buildings (LCU) (n7b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 7  
Decimals: 0  
Range: -9-6000000

Valid cases: 74  
Invalid: 128

### Literal question

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

Land and buildings

### Interviewer instructions

This question is designed to ascertain the market value of the establishment's assets. Data on equipment is the most important. You can ask the manager to estimate the market value if all of the equipment, land and buildings were sold on the open market. If the respondent states that there is no market, ask how much the respondent would be willing to pay for the capital, knowing what it can produce in its current condition. Estimate how much it would cost to buy machinery in the current market which is similar in terms of age and characteristics. This estimate is to give an indication of the capital intensity of the firm. Keep in mind that it is one of the most important questions on the questionnaire.

## Expectations about annual sales in next fiscal yr (ECAs1a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 202  
Invalid: 0

### Literal question

In the next fiscal year, do you expect this establishment's annual sales to increase, stay the same or decrease?

## % of expected increase in annual sales in the next fiscal yr (ECAs1b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 140  
Invalid: 62

### Literal question

By what percentage do you expect this establishment's annual sales to INCREASE?

## % of expected decrease in annual sales in the next fiscal yr (ECAs1c)

File: kosovo\_2013\_full\_data

### Overview

## % of expected decrease in annual sales in the next fiscal yr (ECAs1c)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-60

Valid cases: 24  
Invalid: 178

### Literal question

By what percentage do you expect this establishment's annual sales to DECREASE?

## Perception of corruption - Town no. 1 (vin1a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS
- 2) SHOW CARD
- 3) READ OUT

### Literal question

Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #1, it is not difficult to obtain the permit without giving a bribe, but an informal payment can facilitate or speed up obtaining the permit. Would you say that in this town, corruption is an obstacle to the current operations of the firm? If yes, to which degree?

## Perception of corruption - Town no. 2 (vin1b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS
- 2) SHOW CARD
- 3) READ OUT

### Literal question

Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #2, the bureaucrats never take bribes. It is possible to get the permit following the rules, but it takes quite a long time. Would you say that in this town, the law-obedience of the bureaucrats is an obstacle to the current operations of the firm? (If yes, to which degree?)

## Perception of corruption - Town no. 3 (vin1c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS
- 2) SHOW CARD
- 3) READ OUT

### Literal question

Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #3, it is very difficult to obtain permit without the informal payments. But even when you make a payment, the success is not guaranteed. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)

## Perception of corruption - Town no. 4 (vin1d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS
- 2) SHOW CARD
- 3) READ OUT

### Literal question

Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #4, it is very difficult to obtain permit without the informal payments. But when you make a payment, the success is guaranteed. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)

## Perception of corruption - Town no. 5 (vin1e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 202  
Invalid: 0

### Pre question

- 1) THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS
- 2) SHOW CARD
- 3) READ OUT

### Literal question

## Perception of corruption - Town no. 5 (vin1e)

### File: kosovo\_2013\_full\_data

Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. In town #5, the situation in general is the same as in town 4. Besides that, it is known that the upper-level bureaucracy of this town is involved in illegal activities. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?)

## Main respondent's yrs with the firm (a15a2a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-30

Valid cases: 202  
Invalid: 0

#### Interviewer instructions

Please complete the following information about the interviewee(s)

## Main respondent's yrs in the position (ECAa15a4a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-30

Valid cases: 202  
Invalid: 0

#### Interviewer instructions

Please complete the following information about the interviewee(s)

## Main respondent's gender (a15a3a)

### File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-2

Valid cases: 202  
Invalid: 0

#### Interviewer instructions

Please complete the following information about the interviewee(s)

## Second respondent's yrs with the firm (a15a2b)

### File: kosovo\_2013\_full\_data

#### Overview

## Second respondent's yrs with the firm (a15a2b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-27

Valid cases: 202  
Invalid: 0

### Interviewer instructions

Please complete the following information about the interviewee(s)

## Second respondent's yrs in the position (ECAa15a4b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-27

Valid cases: 202  
Invalid: 0

### Interviewer instructions

Please complete the following information about the interviewee(s)

## Second respondent's gender (a15a3b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-2

Valid cases: 202  
Invalid: 0

### Interviewer instructions

Please complete the following information about the interviewee(s)

## Third respondent's yrs with the firm (a15a2c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-21

Valid cases: 202  
Invalid: 0

### Interviewer instructions

Please complete the following information about the interviewee(s)

## Third respondent's yrs in the position (ECAa15a4c)

File: kosovo\_2013\_full\_data

### Overview

## Third respondent's yrs in the position (ECAa15a4c)

File: kosovo\_2013\_full\_data

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-21

Valid cases: 202  
 Invalid: 0

**Interviewer instructions**

Please complete the following information about the interviewee(s)

## Third respondent's gender (a15a3c)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-2

Valid cases: 202  
 Invalid: 0

**Interviewer instructions**

Please complete the following information about the interviewee(s)

## Time face-to-face main interview ends: Day (a15d)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-31

Valid cases: 202  
 Invalid: 0

**Literal question**

Time face-to-face interview ends

## Time face-to-face main interview ends: Month (a15m)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-11

Valid cases: 202  
 Invalid: 0

**Literal question**

Time face-to-face interview ends

## Time face-to-face main interview ends: Year (a15y)

File: kosovo\_2013\_full\_data

**Overview**



## Time face-to-face main interview ends: Year (a15y)

File: kosovo\_2013\_full\_data

Type: Discrete  
 Format: numeric  
 Width: 4  
 Decimals: 0  
 Range: -9-2013

Valid cases: 202  
 Invalid: 0

**Literal question**

Time face-to-face interview ends

## Time face-to-face main interview ends: Hour (a15h)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-17

Valid cases: 202  
 Invalid: 0

**Literal question**

Time face-to-face interview ends

## Time face-to-face main interview ends: Minutes (a15min)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-58

Valid cases: 202  
 Invalid: 0

**Literal question**

Time face-to-face interview ends

## Truthfulness of responses to questions regarding opinions and perceptions (a16)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-3

Valid cases: 202  
 Invalid: 0

**Pre question**

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW

**Literal question**

It is my perception that the responses to the questions regarding opinions and perceptions:

## Accuracy of responses to questions regarding figures (a17)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-4

Valid cases: 202  
Invalid: 0

### Literal question

The responses to the questions regarding figures (productivity and employment numbers):

## Questionnaire completion information (a18)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-3

Valid cases: 202  
Invalid: 0

### Pre question

SUPERVISORS PLEASE ANSWER

### Literal question

This questionnaire was completed in:

### Post question

If answer is 1 then STOP HERE

## Estimate duration of the whole interview: Hours (a19h)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-1

Valid cases: 21  
Invalid: 181

### Pre question

- 1) SUPERVISORS PLEASE ANSWER
- 2) If option 2 or 3 in A.18, estimate duration of the whole interview

## Estimated duration of the whole interview: Minutes (a19m)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-58

Valid cases: 21  
Invalid: 181

### Pre question

- 1) SUPERVISORS PLEASE ANSWER
- 2) If option 2 or 3 in A.18, estimate duration of the whole interview

## Given innovation module? (innov)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-2

Valid cases: 202  
 Invalid: 0

## Mode of questionnaire implementation (a23)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-4

Valid cases: 158  
 Invalid: 44

## Mode of questionnaire implementation (Other) (a23x)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: character  
 Width: 1

Valid cases: 0

## Time innovation module starts: Day (a14id)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-31

Valid cases: 158  
 Invalid: 44

## Time innovation module starts: Month (a14im)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-11

Valid cases: 158  
 Invalid: 44

## Time innovation module starts: Year (a14iy)

File: kosovo\_2013\_full\_data

## Time innovation module starts: Year (a14iy)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 4  
 Decimals: 0  
 Range: -9-2013

Valid cases: 158  
 Invalid: 44

## Time innovation module starts: Hour (a14ih)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-17

Valid cases: 158  
 Invalid: 44

## Time innovation module starts: Minutes (a14imin)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-59

Valid cases: 158  
 Invalid: 44

## No. of new/significantly improved products/services introduced over last (ECAo1a)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 3  
 Decimals: 0  
 Range: -9-100

Valid cases: 108  
 Invalid: 94

**Pre question**

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

In our first interview, it was reported that your firm had introduced a new or significantly improved product in the past three years. I would now like to ask some more questions related to that.

**Literal question**

How many new or significantly improved products did this establishment introduce in the market over the last three years?

**Post question**

If NONE or DON'T KNOW, GO TO QUESTION O.7

**Interviewer instructions**

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## Main new/significantly improved product/service (ECAo1bx)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 176

Valid cases: 105

## Main new /significantly improved product/service new to local market (ECAo2a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved product new to...?  
Your local market

### Interviewer instructions

- 1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).
- 2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)
- 3) (INTERVIEWER: A product was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only producer of such a product in the local market/[INSERT COUNTRY]/international market at the time of the introduction of the product.)

## Main new /significantly improved product/service new to national market (ECAo2b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 87  
Invalid: 115

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved product new to...?  
[INSERT COUNTRY]

### Interviewer instructions

- 1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).
- 2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)
- 3) (INTERVIEWER: A product was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only producer of such a product in the local market/[INSERT COUNTRY]/international market at the time of the introduction of the product.)

## Main new /significantly improved product/service new to international market (ECAo2c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 66  
Invalid: 136

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved product new to...?  
International market

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).  
2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)  
3) (INTERVIEWER: A product was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only producer of such a product in the local market/[INSERT COUNTRY]/international market at the time of the introduction of the product.)

## New product/service: Added new functions to existing product/service (ECAo3a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

### Pre question

1) SHOW CARD  
2) READ OUT

### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?  
New product has added new functions to the existing product

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## New product: Uses new materials/components that enhance its performance (ECAo3b)

File: kosovo\_2013\_full\_data

### Overview

New product: Uses new materials/components that enhance its performance (ECAo3b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

#### Pre question

SHOW CARD

#### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

New product uses new materials or components that enhance its performance compared to the existing product

New product: Uses new technology (ECAo3c)

File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

#### Pre question

SHOW CARD

#### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

New product uses new technology

New product: Looks different from the existing product (ECAo3d)

File: kosovo\_2013\_full\_data

#### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

#### Pre question

SHOW CARD

#### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

New product looks different from the existing product

New product/service: Completely new to the establishment (ECAo3e)

File: kosovo\_2013\_full\_data

## New product/service: Completely new to the establishment (ECAo3e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

### Pre question

- 1) SHOW CARD
- 2) READ OUT

### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?  
New product is completely new to the establishment

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## New product/service: Other (ECAo3f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

### Pre question

- 1) SHOW CARD
- 2) READ OUT

### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?  
Other

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## New product/service: Other specified (ECAo3fx)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 1

Valid cases: 0

### Literal question



## New product/service: Other specified (ECAo3fx)

File: kosovo\_2013\_full\_data

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

Other

## New product/service is more efficient/easier to use than existing product (ECAo3g)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 63  
Invalid: 139

### Pre question

- 1) SHOW CARD
- 2) READ OUT

### Literal question

Please compare this main new or significantly improved product with the closest product already produced in this establishment. In what aspects are these two products different from each other?

New product/service is more efficient / easier to use than the existing product/service

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## % annual sales accounted for by new or significantly improved products/se (ECAo4)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 105  
Invalid: 97

### Literal question

In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales was accounted for by products that were introduced or significantly improved over the last three years?

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## Way in which main new/significantly improved product/service introduced (ECAo5)

File: kosovo\_2013\_full\_data

## Way in which main new/significantly improved product/service introduced (ECAo5)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-9

Valid cases: 105  
Invalid: 97

### Literal question

Which of the following best describes the way in which the main new or significantly improved product was introduced?

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).  
2) (INTERVIEWER: ONLY ONE ANSWER)

## Way in which main new/significantly improved product/service introduced (ECAo5x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 1

Valid cases: 0

### Literal question

Which of the following best describes the way in which the main new or significantly improved product was introduced?

## Purchase/license inventions (ECAo6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 105  
Invalid: 97

### Literal question

Did the establishment have to purchase or license any inventions, patent or know-how in order to start producing this new or significantly improved product?

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCT OR SERVICE IN QUESTION H.1 IN THE MAIN QUESTIONNAIRE, GO TO SECTION PROCESS INNOVATION (QUESTION O.7).

## Introduced new methods of supplying products/services over last 3 yrs (ECAo7a)

File: kosovo\_2013\_full\_data

## Introduced new methods of supplying products/services over last 3 yrs (ECAo7a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Pre question

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

In our first interview, it was reported that your firm had introduced a new or significantly improved production or delivery methods in the past three years. I would now like to ask some more questions related to that.

### Literal question

Over the last three years, has this establishment introduced new or significantly improved:  
Production methods

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## Introduced new logistics (ECAo7b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Literal question

Over the last three years, has this establishment introduced new or significantly improved:  
Logistics, delivery or distribution methods for this establishment's inputs and products

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## Introduced new ancillary support services over last 3 yrs (ECAo7c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Literal question

Over the last three years, has this establishment introduced new or significantly improved:  
Ancillary support services, such as purchasing, accounting, computing and maintenance

### Interviewer instructions

## Introduced new ancillary support services over last 3 yrs (ECAo7c)

### File: kosovo\_2013\_full\_data

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## Most important new/significantly improved method of supplying products/s (ECAo8x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 145

Valid cases: 83

### Literal question

Please give a short description of this establishment's most important new or significantly improved production or delivery method.

### Interviewer instructions

INTERVIEWER: The most important production or delivery method innovation is the production or delivery method innovation that had the largest impact on the operations of the establishment.

## New method of supplying products/services new to local market (ECAo9a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating:  
In your local market

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).  
2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE) (INTERVIEWER: A production or delivery method was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only one using such production or delivery method in the local market/[INSERT COUNTRY]/international market at the time of its introduction.)

## New method of supplying products/services new to national market (ECAo9b)

File: kosovo\_2013\_full\_data

### Overview

## New method of supplying products/services new to national market (ECAo9b)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 75  
Invalid: 127

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating:  
In [INSERT COUNTRY]

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).  
2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE) (INTERVIEWER: A production or delivery method was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only one using such production or delivery method in the local market/[INSERT COUNTRY]/international market at the time of its introduction.)

## New method of supplying products/services new to international market (ECAo9c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 59  
Invalid: 143

### Literal question

At the time of its introduction, was this establishment's main new or significantly improved production or delivery method new to other firms operating:  
In the international market

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).  
2) (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE) (INTERVIEWER: A production or delivery method was new to the local market/[INSERT COUNTRY]/international market if the establishment was the only one using such production or delivery method in the local market/[INSERT COUNTRY]/international market at the time of its introduction.)

## New method of supplying products/services: change in techniques (ECAo10a)

File: kosovo\_2013\_full\_data

### Overview

## New method of supplying products/services: change in techniques (ECAo10a)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Pre question

READ OUT

### Literal question

Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in:  
Techniques

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## New method of supplying products/services: change in machinery and equi (ECAo10b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Pre question

READ OUT

### Literal question

Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Machinery and equipment

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## New method of supplying products/services: change in software (ECAo10c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Pre question

READ OUT

## New method of supplying products/services: change in software (ECAo10c)

File: kosovo\_2013\_full\_data

### Literal question

Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in: Software

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## New method of supplying products/services: changes in management (ECAo10d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Literal question

Please compare this main new or significantly improved production or delivery method with the production or delivery method previously used by this establishment. Did it require significant changes in:

Management

## Way of intro of main new/significantly improved production/delivery meth (ECAo11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-9

Valid cases: 83  
Invalid: 119

### Literal question

Which of the following best describes the way in which this establishment introduced the main new or significantly improved production or delivery method?

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

2) (INTERVIEWER: ONLY ONE ANSWER), SHOW CARD

## Way of intro of main new/significantly improved production/delivery met (ECAo11x)

File: kosovo\_2013\_full\_data

## Way of intro of main new/significantly improved production/delivery met (ECAo11x)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: character  
Width: 99

Valid cases: 1  
Invalid: 0

### Literal question

Which of the following best describes the way in which this establishment introduced the main new or significantly improved production or delivery method?

Other

## Purchase/license inventions (ECAo12)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 83  
Invalid: 119

### Literal question

Did the establishment have to purchase or license any inventions, patent or know-how in order to apply this new production or delivery method?

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT A NEW OR SIGNIFICANTLY IMPROVED PRODUCTION OR DELIVERY PROCESS IN QUESTION H.3 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ORGANISATIONAL INNOVATION (QUESTION O.14).

## Technology compared to the technology of establishment's main competitor (ECAo13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 35  
Invalid: 167

### Pre question

SHOW CARD

### Literal question

Thinking of your main product line and comparing your firm's technology with that of your closest competitor, which of the following best summarizes your position?

## New knowledge management systems (ECAo14a)

File: kosovo\_2013\_full\_data

### Overview



## New knowledge management systems (ECAo14a)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

### Pre question

1) INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

In our first interview, it was reported that your firm had introduced a new or significantly improved organizational or management practices or structures in the past three years. I would now like to ask some more questions related to that.

2) SHOW CARD

3) READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

New knowledge management systems to better use or exchange information, knowledge and skills within the establishment

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## Introduction of management systems for general production or supply ope (ECAo14b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

### Pre question

SHOW CARD

READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

Introduction of management systems for general production or supply operations, such as supply chain management systems, lean production, business reengineering, quality management systems

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## New methods for distributing responsibilities (ECAo14c)

File: kosovo\_2013\_full\_data

### Overview

## New methods for distributing responsibilities (ECAo14c)

File: kosovo\_2013\_full\_data

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

### Pre question

SHOW CARD  
READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

New methods for distributing responsibilities and decision making among employees

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## Significant change to the management structure of the establishment (ECAo14d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

### Pre question

SHOW CARD  
READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

A significant change to the management structure of the establishment, such as creating new divisions or departments, integrating different departments or activities

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## New types of collaborations with businesses (ECAo14e)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

## New types of collaborations with businesses (ECAo14e)

File: kosovo\_2013\_full\_data

### Pre question

SHOW CARD

READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

New types of collaborations with other businesses, research organizations or consumers

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## Outsourcing (ECAo14f)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 106  
Invalid: 96

### Pre question

SHOW CARD

READ OUT

### Literal question

Over the last three years, has this establishment introduced new or significantly improved organizational methods in the following areas?

Outsourcing or subcontracting of business activities in production, procurement, distribution, recruiting or ancillary services for the first time

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE. IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED ORGANISATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES IN QUESTION H.4 IN THE MAIN QUESTIONNAIRE, GO TO SECTION MARKETING INNOVATION (QUESTION O.15).

## Significant changes in the product's appearance (ECAo15a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 111  
Invalid: 91

### Pre question

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

In our first interview, it was reported that your firm had introduced a new or significantly improved marketing methods in the past three years. I would now like to ask some more questions related to that.

### Literal question

## Significant changes in the product's appearance (ECAo15a)

File: kosovo\_2013\_full\_data

Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas?

Significant changes in the product's appearance

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE, GO TO SECTION RESEARCH AND DEVELOPMENT (QUESTION O.16).

## Introduction of a new method of advertising or product promotion (ECAo15b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 111  
Invalid: 91

### Literal question

Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas?

Introduction of a new method of advertising or product promotion, such as use of a new media for advertising, a new brand image or logo, a new trademark

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE, GO TO SECTION RESEARCH AND DEVELOPMENT (QUESTION O.16).

## Introduction of a new method of product placement or sales channels (ECAo15c)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 111  
Invalid: 91

### Literal question

Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas?

Introduction of a new method of product placement or sales channels, such as product licensing, franchising, direct selling, exclusive retailing, tailoring or customizing the presentation of the product to different types of customers

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE, GO TO SECTION RESEARCH AND DEVELOPMENT (QUESTION O.16).

## New pricing strategies to market the establishment's goods or services (ECAo15d)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 111  
Invalid: 91

### Literal question

Over the last three years, has this establishment introduced new or significantly improved marketing methods in the following areas?

New pricing strategies to market the establishment's goods or services, excluding pricing methods used solely to differentiate prices by customer segments

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS REPORTING NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE.  
IF THE RESPONDENT DID NOT REPORT NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS IN QUESTION H.5 IN THE MAIN QUESTIONNAIRE, GO TO SECTION RESEARCH AND DEVELOPMENT (QUESTION O.16).

## Spending on R&D within establishment over last 3 yrs? (ECAo16)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 42  
Invalid: 160

### Pre question

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:  
I would now like to ask you questions related to spending on research and development activities.

### Literal question

Over the last three years, did this establishment spend on research and development activities within the establishment?

### Interviewer instructions

1) INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS THAT REPORTED SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ACQUISITION OF EXTERNAL KNOWLEDGE (QUESTION O.20).

2) INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.

## Expenditures on R&D within establishment in last fiscal yr (LCU) (ECAo17)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: -9-750000

Valid cases: 39  
Invalid: 163

### Literal question

## Expenditures on R&D within establishment in last fiscal yr (LCU) (ECAo17)

File: kosovo\_2013\_full\_data

In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on research and development activities performed within this establishment? Please include personnel cost, materials and purchase of fixed assets.

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS THAT REPORTED SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ACQUISITION OF EXTERNAL KNOWLEDGE (QUESTION O.20).

## Spending on R&D contracted with other companies over last 3 yrs? (ECAo18)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 42  
Invalid: 160

### Literal question

Over the last three years, did this establishment spend on research and development activities contracted with other companies?

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS THAT REPORTED SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ACQUISITION OF EXTERNAL KNOWLEDGE (QUESTION O.20).

## Expenditures on R&D contracted with other companies in last fiscal yr (L (ECAo19)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 5  
Decimals: 0  
Range: -9-30000

Valid cases: 12  
Invalid: 190

### Literal question

In fiscal year [INSERT last complete fiscal year], how much did this establishment spend on research and development activities contracted with other companies?

### Interviewer instructions

INTERVIEWER: THIS SECTION SHOULD BE ANSWERED BY RESPONDENTS THAT REPORTED SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE.

IF THE RESPONDENT DID NOT REPORT SPENDING ON RESEARCH AND DEVELOPMENT ACTIVITIES IN QUESTION H.6 IN THE MAIN QUESTIONNAIRE, GO TO SECTION ACQUISITION OF EXTERNAL KNOWLEDGE (QUESTION O.20).

## Spending on acquisition of external knowledge over last 3 yrs? (ECAo20)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 158  
Invalid: 44

### Pre question

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: I would now like to ask you questions related to the acquisition of external knowledge and use of computers.

### Literal question

Over the last three years, did this establishment spend on the acquisition of external knowledge? This includes purchase or licensing of patents and non-patented inventions, know-how and other types of knowledge from other businesses or organizations.

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

## Source of purchase or license of the latest invention (ECAo21)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 33  
Invalid: 169

### Pre question

SHOW CARD

### Literal question

Was the latest invention, patent or know-how licensed or purchased from:

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

## % of workforce that regularly used PCs in their jobs at end last fiscal (ECAo22a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 158  
Invalid: 44

### Literal question

At the end of fiscal year [insert last complete fiscal year], what percent of this establishment's workforce regularly used personal computers in their jobs?

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

## % of workforce that regularly used PCs in their jobs 3 fiscal yrs ago (ECAo22b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-100

Valid cases: 158  
Invalid: 44

### Literal question

Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], what percent of this establishment's workforce regularly used personal computers in their jobs?

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

## Ever been granted a patent? (ECAo23a)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-2

Valid cases: 158  
Invalid: 44

### Pre question

INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: I would now like to ask you questions related to protection of innovation.

### Literal question

Has this establishment ever been granted a patent?

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

## Apply for a patent/trademark over last 3 yrs? (ECAo23b)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 158  
Invalid: 44

### Pre question

SHOW CARD

### Literal question

During the last three years, did this establishment apply for a patent or a trademark?

### Post question

If No, GO TO QUESTION R.1 IF NUMBER OF EMPLOYEES  $\geq 50$ , OTHERWISE GO TO QUESTION VEB.1  
If Don't Know, GO TO QUESTION R.1 IF NUMBER OF EMPLOYEES  $\geq 50$ , OTHERWISE GO TO QUESTION VEB.1

### Interviewer instructions

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE



(ECAo23cx)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: character  
 Width: 50

Valid cases: 18  
 Invalid: 0

**Literal question**

Over the last three years, in which country or countries did this establishment apply for a patent or a trademark?

**Interviewer instructions**

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

Granted a patent/trademark over last 3yrs? (ECAo23d)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-4

Valid cases: 18  
 Invalid: 184

**Pre question**

SHOW CARD

**Literal question**

Over the last three years, has this establishment been granted a patent or a trademark?

**Interviewer instructions**

INTERVIEWER: ASK ALL FIRMS ELIGIBLE FOR THE INNOVATION MODULE

Dealing with problems in the production process over last fiscal yr (ECAr1)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-4

Valid cases: 39  
 Invalid: 163

**Pre question**

1) INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: And now I would like to ask you about management practices in this establishment.  
 2) SHOW CARD

**Literal question**

Over the last complete fiscal year [insert last complete fiscal year], what best describes what happened at this establishment when a problem in the production process arose?

**Interviewer instructions**

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Number of production performance indicators monitored over last fiscal yr (ECAr2)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 39  
Invalid: 163

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], how many production performance indicators were monitored at this establishment?

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Time frame of production targets over last fiscal yr (ECAr6)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 39  
Invalid: 163

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], what best describes the time frame of production targets at this establishment? Examples of production targets are: production, quality, efficiency, waste, on-time delivery.

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Achievement of production targets over last fiscal yr (ECAr7)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 33  
Invalid: 169

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], how easy or difficult was it for this establishment to achieve its production targets?

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Awareness of production targets over last fiscal yr (ECAr8)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 33  
Invalid: 169

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], who was aware of the production targets at this establishment?

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Basis for managers' performance bonuses over last fiscal yr (ECAr11)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-5

Valid cases: 39  
Invalid: 163

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], what were managers' performance bonuses usually based on?

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Primary way of promoting non-managers over last fiscal yr (ECAr13)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-4

Valid cases: 39  
Invalid: 163

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], what was the primary way non-managers were promoted at this establishment?

### Interviewer instructions

## Primary way of promoting non-managers over last fiscal yr (ECAr13)

File: kosovo\_2013\_full\_data

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Reassignment/dismissal of under-performing non-manager over last fiscal (ECAr15)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -9-3

Valid cases: 39  
Invalid: 163

### Pre question

SHOW CARD

### Literal question

Over the last complete fiscal year [insert last complete fiscal year], when was an under-performing non-manager reassigned or dismissed?

### Interviewer instructions

INTERVIEWER: ASK IF 50+ EMPLOYEES (L.1 IN THE MAIN QUESTIONNAIRE IS AT LEAST 50). IF L.1 IS LESS THAN 50, GO TO SECTION VEB (QUESTION VEB.1)

## Time innovation module ends: Day (a15id)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-31

Valid cases: 158  
Invalid: 44

## Time innovation module ends: Month (a15im)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: -8-11

Valid cases: 158  
Invalid: 44

## Time innovation module ends: Year (a15iy)

File: kosovo\_2013\_full\_data

### Overview

## Time innovation module ends: Year (a15iy)

File: kosovo\_2013\_full\_data

Type: Discrete  
 Format: numeric  
 Width: 4  
 Decimals: 0  
 Range: -9-2013

Valid cases: 158  
 Invalid: 44

## Time innovation module ends: Hour (a15ih)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-17

Valid cases: 158  
 Invalid: 44

## Time innovation module ends: Minutes (a15imin)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-59

Valid cases: 158  
 Invalid: 44

## Innovation module respondent same as main questionnaire respondent? (a24)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-2

Valid cases: 158  
 Invalid: 44

## Innovation module respondent's yrs with the firm (a15a2d)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8--8

Valid cases: 0  
 Invalid: 202

## Innovation module respondent's yrs in the position (ECAa15a4d)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8--8

Valid cases: 0  
 Invalid: 202

## Innovation module respondent's gender (a15a3d)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -8-2

Valid cases: 0  
 Invalid: 202

## QNRNO. QUESTIONNAIRE NUMBER (qnrno)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 8  
 Decimals: 0  
 Range: -9-80590164

Valid cases: 202  
 Invalid: 0  
 Minimum: 9720198  
 Maximum: 80590164

## 2008/9 panel code (panel\_code\_2008\_9)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 3  
 Decimals: 0  
 Range: -9-265

Valid cases: 11  
 Invalid: 191

## 2008/9 q're number (qre\_number\_2008\_9)

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 5  
 Decimals: 0  
 Range: -9-40011

Valid cases: 11  
 Invalid: 191

**(DIYIndicator)**

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9--7

Valid cases: 0  
 Invalid: 202

**agency (agency)**

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-3

Valid cases: 202  
 Invalid: 0

**Sampling panel information from final progress report (panel)**

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: -9-1

Valid cases: 202  
 Invalid: 0

**Weight according to strict eligibility (wstrict)**

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 3  
 Decimals: 0  
 Range: -9-6.5

Valid cases: 202  
 Invalid: 0  
 Minimum: 1  
 Maximum: 6.5

**Weight according to median eligibility (wmedian)**

File: kosovo\_2013\_full\_data

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 3  
 Decimals: 0  
 Range: -9-6.5

Valid cases: 202  
 Invalid: 0  
 Minimum: 1  
 Maximum: 6.5

## Weight according to weak eligibility (wweak)

File: kosovo\_2013\_full\_data

### Overview

Type: Discrete  
Format: numeric  
Width: 3  
Decimals: 0  
Range: -9-6.5

Valid cases: 202  
Invalid: 0  
Minimum: 1  
Maximum: 6.5

## group(a2 a4anew a6a) (strata)

File: kosovo\_2013\_full\_data

### Overview

Type: Continuous  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 1-37

Valid cases: 202  
Invalid: 0  
Minimum: 1  
Maximum: 37



## Related Materials

### Questionnaires

#### Core Questionnaire

---

Title        Core Questionnaire  
 Language English  
 Filename BEEPS 2013\_Residual industries\_EN\_varnames.pdf

---

#### Manufacturing Questionnaire

---

Title        Manufacturing Questionnaire  
 Language English  
 Filename BEEPS 2013\_Manu\_EN\_w\_varname.pdf

---

#### Retail Questionnaire

---

Title        Retail Questionnaire  
 Language English  
 Filename BEEPS 2013\_Retail\_EN\_w\_varname.pdf

---

#### Innovation Module - Manufacturing Questionnaire

---

Title        Innovation Module - Manufacturing Questionnaire  
 Language English  
 Filename BEEPS\_2013\_Innovation\_Manufacturing\_EN\_w\_varname.pdf

---

#### Innovation Module - Retail and Core Questionnaire

---

Title        Innovation Module - Retail and Core Questionnaire  
 Language English  
 Filename BEEPS\_2013\_Innovation\_Retail\_Core\_EN\_w\_varname.pdf

---

#### Screener Questionnaire

---

Title        Screener Questionnaire  
 Language English  
 Filename BEEPS\_2013\_Screener\_EN.pdf

---

### Reports

#### Kosovo Country Profile 2013

---

Title        Kosovo Country Profile 2013  
 Language English  
 Filename <http://www.enterprisesurveys.org/~media/GIAWB/EnterpriseSurveys/Documents/Profiles/English/Kosovo-2013.pdf>

---

## Technical documents

### Description of Kosovo ES 2013 Implementation

---

Title Description of Kosovo ES 2013 Implementation  
 Language English  
 Filename kosovo\_2013\_implementation\_report.pdf

---

### Questionnaire Manual

---

Title Questionnaire Manual  
 Language English  
 Filename QuestionnaireManual2011.pdf

---

### Sampling Methodology

---

Title Sampling Methodology  
 Language English  
 Filename Sampling\_Note.pdf

---

### ISIC Revision 3.1 Codes

---

Title ISIC Revision 3.1 Codes  
 Language English  
 Filename ISIC\_Rev\_3\_1\_english\_structure.xls

---