

QUESTIONNAIRE NUMBER **id**
 RECORD NUMBER **recnumber**
 PREFERENCE NUMBER **preference**

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							0	0	

☐ ROTATION
rotation

THE JOINT WORLD BANK/EBRD/EIB
 MENA Enterprise Survey
 Services Module (2013)

GPS Coordinates **[INTERVIEWER, DO NOT ENTER THE DATA]**

Latitude	lat
Longitude	lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0

Module	
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

A.3c Is this city the main business city?

a3c

Yes	1
No	2

A.1 Country

a1

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A.1a Language of the interview

a1a

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A.2 Sampling region

a2

Amman	1
Irbid	2
Zarqa	3
Aqaba	4
Balqa	5

A.3 Size of locality a3

City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.3a Screener region (coded ex post)

a3a

Amman	1
Irbid	2
Zarqa	3
Aqaba	4
Balqa	5

A.3x Name of city/town/village

a3x

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A.3b Is this city the official capital city?

a3b

Yes	1
No	2

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A.4 Industry	Sampling sector a4a
Food Manufacturing	1
Garment Manufacturing	2
Other Manufacturing	3
Retail/Wholesale	4
Other Services	5

A.4 Industry		Screener sector a4b
Manufacturing :Section D	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
	Publishing, printing and recorded media	22
	Refined petroleum product	23
	Chemicals	24
	Plastics & rubber	25
	Non metallic mineral products	26
	Basic metals	27
	Fabricated metal products	28
	Machinery and equipment	29
	Electronics (31 & 32)	31
	Precision instruments	33
	Motor vehicles	34
	Other transport equipment	35
	Furniture	36
	Recycling	37
Retail	Retail	52
Other Services	Wholesale	51
	IT	72
	Hotel and restaurants: section H	55
	Services of motor vehicles	50
	Construction Section F:	45
	Transport (60-62)	60
	Supporting transport activities (incl. travel agencies)	63
	Post and telecommunications	64

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

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

A.6 Size	Sampling size a6a	Screener Size a6b
No information	0	0
Small ≥ 5 and ≤ 19	1	1
Medium ≥ 20 and ≤ 99	2	2
Large ≥ 100	3	3
1-9 emp. (Amman only)	4	
10-49 emp. (Amman only)	5	
50-250 emp. (Amman only)	6	
250+ emp. (Amman only)	7	
No information (Amman)	8	

A.7 Establishment is part of a larger firm

a7

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
---------------------------------------------	------------

A.8 Type of establishment

a8

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

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

Yes	1
No	2

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DOES NOT APPLY	-7
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A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?

a10

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

a11

Yes	1
No	2
DOES NOT APPLY	-7

Yes	1
No	2
DOES NOT APPLY	-7

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A.12 Interviewer code

a12

A.13 Supervisor code

a13

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

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

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

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

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

SKIP TO B.2

b1

Other

b1x

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.

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

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

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

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

IF 100% END INTERVIEW

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

MNAB.4a Is the principal owner, or one of the principal owners, a female?
(The principal owner is the person or persons with the largest ownership share)

Yes	1	SKIP TO B.4a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAb4a

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

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

B.4a What percentage of the firm is owned by females?

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

QUESTIONNAIRE NUMBER

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MNAQ.5	How was this firm established? SHOW CARD 3
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Privatization of a state-owned firm	1
Originally private, from time of start up	2
Private subsidiary of a formerly state-owned firm	3
Joint venture with foreign partner(s)	4
State-owned firm	5
Other (SPONTANEOUS - SPECIFY)	6

MNAq5

Other	
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MNAq5x

READ ONLY IF A7=1 (yes)

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

B.5	In what year did this establishment begin operations?
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	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6	How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE)
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	Number
Full-time employees at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6a	Was this establishment formally registered when it began operations?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

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

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

B.7a Is the Top Manager female?

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

b7a

MNAB.7b What is the highest level of education completed by the Top Manager?
SHOW CARD 4

University degree or higher	1
Completed Secondary school including Vocational	2
Preparatory or Incomplete Secondary school	3
Completed Primary school	4
Incomplete Primary school or did not enter school	5
DON'T KNOW (SPONTANEOUS)	-9

MNAb7b

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

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

b8

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

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

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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

c5

C.6 Over fiscal year 2012, did this establishment experience power outages?

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

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

C.7 In a typical month, over fiscal year 2012, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.9

GO TO QUESTION C.9

QUESTIONNAIRE NUMBER

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JODs
Annual losses due to power outages	c9b
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

C.10 Over the course of fiscal year 2012, did this establishment own or share a generator?

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

c10

C.11 In fiscal year 2012, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

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

c12

QUESTIONNAIRE NUMBER

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

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

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

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

c14

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

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

c22a

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

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

c22b

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

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

c28

[illegible]

C.30a	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 5
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**IF 0, GO
TO C.30B**

MNAC.31a1	Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?
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Increase	1	<i>GO TO QUESTION C.30b</i> <i>GO TO QUESTION C.30b</i> <i>GO TO QUESTION C.30b</i> <i>GO TO QUESTION C.30b</i> MNAc31a1
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	

MNAC.31a3	By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?
------------------	----------------------------------------------------------------------------------------------------

	Percent	
Expected percentage DECREASE in total annual cost in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	MNAc31a3

C.30b	Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? SHOW CARD 5
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Telecommunications c30b	0	1	2	3	4	-9	-7

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D. SALES AND SUPPLIES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

D.1a1 In fiscal year 2012, what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL. FOR EX., "RETAIL SELLING OF FOOD" NOT JUST RETAIL OR FOOD.

Description**d1a1x**

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

D.1a2 **PLEASE CHOOSE THE 4-DIGIT ISIC REV 3.1 THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.**

	Code
CODE OF THE MAIN MAIN ACTIVITY AND PRODUCT	d1a2

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

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

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

D.2 In fiscal year 2012, what were this establishment's total annual sales for **ALL** products and services?

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

QUESTIONNAIRE NUMBER

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N.3 In fiscal year 2009, three fiscal years ago, what were total annual sales for this establishment?

	JODs
Total annual sales three years ago	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3 In fiscal year 2012, what percentage of this establishment's sales were:
(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)
SHOW CARD 6

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

IF 100, GO TO QUESTION D.10

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

MNAD.7 In fiscal year 2012, what was the main country of destination for this establishment's exports?

	Percent
Country	MNAd7x
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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D.10 In fiscal year 2012, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

D.11 In fiscal year 2012, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

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

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS. OTHERWISE SKIP TO D.30

D.17 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?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 7**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 7**

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

**IF 0,
GO TO
E.1**

**GO TO
E.1**

**GO TO
E.1**

QUESTIONNAIRE NUMBER

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MNAD.31b1	Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?
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Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.1

GO TO QUESTION E.1

GO TO QUESTION E.1

MNAd31b1

MNAD.31b3	By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?
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	Percent
Expected percentage DECREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

MNAd31b3

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E. DEGREE OF COMPETITION

E.1	In fiscal year 2012, which of the following was the main market in which this establishment sold its main product? SHOW CARD 8
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Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

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

e1

E.2	In fiscal year 2012, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?
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Number of competitors	e2b
TOO MANY TO COUNT (SPONTANEOUS)	-4
DON'T KNOW (SPONTANEOUS)	-9

E.6	Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

MNAQ.53	Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

MNAq53

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MNAE.20 By looking at card **[insert card number]** can you tell me which of the **practices of your competitors** included in the list, if any, currently represents the biggest obstacle faced by this establishment
SHOW CARD 9

INTERVIEWER: RECORD ONE ANSWER

They avoid VAT or other sales taxes	1
They do not pay duties or observe trade regulations	2
They avoid labor taxes or regulations	3
They have favored access to credit	4
They have favored access to infrastructure services	5
They conspire to limit my access to markets or supplies	6
None of the listed practices represent an obstacle for this establishment	7
DON'T KNOW (SPONTANEOUS)	-9

MNAe20

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

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

e11

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

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

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

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

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

INTERVIEWER: PLEASE WRITE THE RESPONSES BELOW AS WELL AS COPY THEM TO THE DECISION MATRIX.

H.1 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.
SHOW CARD 11

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

GO TO QUESTION H.3

GO TO QUESTION H.3

h1

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

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

h2

H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services?
SHOW CARD 12

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

h3

H.4a During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 13

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

H4a

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H.4b	During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? SHOW CARD 14
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h4b

H.5	During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? SHOW CARD 15
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h5

H.6	During the last three years, has this establishment introduced new or significantly improved marketing methods? SHOW CARD 16
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h6

H.7	During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
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(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.)

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

h7

H.8	During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h8

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F. CAPACITY

MNAF.3	Are you planning to increase the production capacity and/or volume of sales of this establishment over the next year?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION G.6

MNAf3

MNAF.4	Are you satisfied with the current production capacity and/or volume of sales of your establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION G.6

GO TO QUESTION G.6

MNAf4

MNAF.5	What are the reasons for you being satisfied with the current production capacity and/or volume of sales of the establishment?
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INTERVIEWER: READ OUT

				(SPONTANEOUS)	
		Yes	No	DON'T KNOW	DOES NOT APPLY
No more growth potential	MNAf5a	1	2	-9	
Avoid increased regulatory burden, licensing or reporting requirements	MNAf5b	1	2	-9	
Avoid shareholder dispersion	MNAf5c	1	2	-9	-7
Content with current workload	MNAf5d	1	2	-9	

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G. LAND AND PERMITS

G.6	Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? SHOW CARD 17
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	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

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

G.1	Of the land occupied by this establishment, what percent is: SHOW CARD 18
------------	-----------------------------------------------------------------------------------------

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A
BUILDING**

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

Yes	1	
No	2	GO TO QUESTION G.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.5
	g2	

G.3	In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?
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	Days
Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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

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

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS. OTHERWISE SKIP TO G.30

G.5 What is the total selling area of this establishment?

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) _____ g5bx	4

g5b

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 19**

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to land	g30a	0	1	2	3	4	

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

I.1 In fiscal year 2012, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

GO TO QUESTION I.3**GO TO QUESTION I.3****i1**

I.2 In fiscal year 2012, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JODs
Total annual cost of security	i2b
DON'T KNOW (SPONTANEOUS)	-9

I.3 In fiscal year 2012, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

GO TO QUESTION I.30**GO TO QUESTION I.30****i3**

I.4 In fiscal year 2012, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JODs
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

[illegible][illegible]

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

Crime, theft and disorder	i30	0	1	2	3	4	-9	-7
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K. FINANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year 2012, what percentage of this establishment's total annual purchases of material inputs or services was purchased on credit (paid after delivery)?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	k1c %	-9

K.2 In fiscal year 2012, what percentage of this establishment's total annual sales of its goods or services was sold on credit (paid after delivery)?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	k2c %	-9

K.3 Over fiscal year 2012, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 20

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from private banks	k3b %	-9
Borrowed from state-owned banks	k3c %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

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

K.4 In fiscal year 2012, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	GO TO QUESTION MNAK.4a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MNAK.4a
	k4	

QUESTIONNAIRE NUMBER

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N.5 In fiscal year 2012, how much did this establishment spend on purchases of:

	JODs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over fiscal year 2012, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 21

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from private banks	k5b%	-9
Borrowed from state-owned banks	k5c%	-9
Borrowed from non-bank financial institutions	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj%	-9
	100%	

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

MNAK.4a In fiscal year 2012, did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

MNAk4a

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

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

k6

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

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

k7

QUESTIONNAIRE NUMBER

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

Yes	1	<i>GO TO QUESTION K.9</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.15d</i>
		k8

MNAK.8c What is the reason for not having a loan or line of credit currently?
SHOW CARD 22

Because this establishment did not apply for a loan or line of credit	1	<i>GO TO QUESTION K.15d</i>
Because the last application for a loan or line of credit was turned down	2	
Because the approval of the application for a loan or line of credit is still pending	3	<i>GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.15d</i>
		MNAk8c

MNAK.8d What was the **main** reason given when the application was turned down?
SHOW CARD 23

Lack of accepted collateral	1	<i>GO TO QUESTION K.15d</i>
Incompleteness of application	2	<i>GO TO QUESTION K.15d</i>
Perceived lack of profitability of project	3	<i>GO TO QUESTION K.15d</i>
Credit history of the establishment or owner	4	<i>GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.15d</i>
		MNAk8d

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 24**

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	<i>GO TO QUESTION K.10</i>
Other	4	<i>GO TO QUESTION K.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.10</i>
		k9

QUESTIONNAIRE NUMBER

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MNAK.9a	Which bank provided the most recent line of credit or loan? SHOW CARD 25
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Bank 1	1
Bank 2	2
Bank 3	3
Bank 4	4
Bank 5	5
Bank 6	6
Bank 7	7
Bank 8	8
Bank 9	9
Bank 10	10
OTHER (SPONTANEOUS - SPECIFY)	11
DON'T KNOW (SPONTANEOUS)	-9

MNAk9a

OTHER	MNAk9ax
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K.10	Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?
-------------	------------------------------------------------------------------------------------------------------------------------------

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

MNAQ.46f	In what currency is the most recent line of credit or loan denominated?
-----------------	-------------------------------------------------------------------------

JOD	1
Euro	2
US Dollar	3
OTHER (SPONTANEOUS - SPECIFY)	4

MNAq46fx

MNAq46f

OTHER	MNAq46fx
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MNAQ.46d What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?
(INTERVIEWER: IF THE RESPONDENT SAYS THAT THE INTEREST RATE IS VARIABLE, PLEASE ASK THE RESPONDENT TO CALCULATE THE AVERAGE ANNUAL INTEREST RATE)

	Percent
Annual nominal interest rate (%)	
DOES NOT APPLY, USES PRINCIPLES OF ISLAMIC BANKING	-7
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

MNAq46d

MNAQ.46e What was the original duration of the most recent line of credit or loan in months?

	Months
Duration	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

MNAq46e

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

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

GO TO QUESTION MNAK.15a1

GO TO QUESTION MNAK.15a1

k13

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

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

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

	JODs
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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MNAK.15a1 What is the outstanding balance on this most recent line of credit or loan?

	JODs
Outstanding balance on the most recent line of credit or loan	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

MNAk15a1

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

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

IF 1, GO TO QUESTION K.15d
GO TO QUESTION K.15d

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

	JODs
Total value of loans outstanding	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

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

k15d

K.16 Referring again to the last fiscal year 2012, did this establishment apply for any loans or lines of credit?

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

GO TO QUESTION K.20

GO TO QUESTION K.21

k16

QUESTIONNAIRE NUMBER

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K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 26
-------------	-----------------------------------------------------------------------------------------------------------------------------

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

GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21

k17

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

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

GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION
MNAK.20C
GO TO QUESTION K.21
GO TO QUESTION K.21

k20a

MNAK.20B	Referring only to this most recent application for a line of credit or loan, which source of funding was the most important to make up for the partial loan rejection? SHOW CARD 27
-----------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Outside equity	1
Internal Funding	2
Down-scaling of investment	3
Loan from relatives	4
Other non-bank funding	5
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21
GO TO QUESTION K.21

MNAk20b

MNAK.20C	Referring only to this most recent application for a line of credit or loan, why did this establishment withdraw its application? SHOW CARD 28
-----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------

Offered interest rate was too high	1
Collateral requirement was too high	2
Maturity was too short	3
Maturity was too long	4
DON'T KNOW (SPONTANEOUS)	-9

MNAk20c

QUESTIONNAIRE NUMBER

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K.21	In fiscal year 2012, did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--------------------------------------------------------------------------------------------------------------------------------

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

k21

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 29
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						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to finance	k30	0	1	2	3	4	

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J. BUSINESS-GOVERNMENT RELATIONS**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

MNAQ.31e Has this establishment been to court as a **plaintiff** or as a **defendant** in the last three years?

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

MNAq31e

J.1 I am going to read a few statements describing the court system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.
SHOW CARD 30

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7
"The court system is quick." MNAj1b	1	2	3	4	-9	-7
"The court system is able to enforce its decisions." MNAj1c	1	2	3	4	-9	-7
"I'm confident that the court system will enforce this establishment's contractual and property rights in business disputes." MNAj1a	1	2	3	4	-9	-7
"In general, government officials' interpretations of regulations affecting this establishment are consistent and predictable." MNAj1d	1	2	3	4	-9	-7

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?

(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

QUESTIONNAIRE NUMBER

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

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

GO TO QUESTION J.6a

GO TO QUESTION J.6a

j3

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

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

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

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

j5

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

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

GO TO QUESTION J.7

GO TO QUESTION J.7

j6a

J.6 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?

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
LESS THAN ONE PERCENT	1
NO PAYMENTS	0

QUESTIONNAIRE NUMBER

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JODs
Total annual informal payment	j7b
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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

Yes	1	
No	2	GO TO QUESTION J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.13
		j10

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

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j12

QUESTIONNAIRE NUMBER

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

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

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

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

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

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

j15

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 31

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates	j30a	0	1	2	3	4	-9	-7
Tax administration	j30b	0	1	2	3	4	-9	-7

IF 0, GO TO J.30c

GO TO J.30c

GO TO J.30c

QUESTIONNAIRE NUMBER

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MNAJ.31b1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if **tax administration** is no longer an obstacle?

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

GO TO QUESTION J.30c

GO TO QUESTION J.30c

GO TO QUESTION J.30c

MNAj31b1

MNAJ.31b3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

MNAj31b3

J.30c Using the response options on the card; To what degree are **Business licensing and permits** an obstacle to the current operations of this establishment?
SHOW CARD 31

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Business licensing and permits j30c	0	1	2	3	4	-9	-7

IF 0, GO TO J.30e

GO TO J.30e

GO TO J.30e

MNAJ.31c1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if **business licensing and permits** are no longer an obstacle?

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

GO TO QUESTION J.30e

GO TO QUESTION J.30e

GO TO QUESTION J.30e

MNAj31c1

QUESTIONNAIRE NUMBER

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MNAJ.31c3	By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?
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	Percent	
Expected percentage DECREASE in total annual costs in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	MNAj31c3

J.30e	Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 31
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Political instability	j30e	0	1	2	3	4	-9	-7

J.30f	Using the response options on the card; To what degree is corruption an obstacle to the current operations of this establishment? SHOW CARD 31
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Corruption	j30f	0	1	2	3	4	-9	-7

IF 0, GO TO H.30

GO TO H.30

GO TO H.30

MNAJ.31f1	Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?
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Increase	1	GO TO QUESTION H.30
Remain the same	2	GO TO QUESTION H.30
Decrease	3	GO TO QUESTION H.30
DON'T KNOW (SPONTANEOUS)	-9	MNAj31f1

QUESTIONNAIRE NUMBER

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MNAJ.31f3	By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?
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	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

MNAj31f3

H.30 Using the response options on the card; To what degree are **the Courts** an obstacle to the current operations of this establishment?
SHOW CARD 31

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Courts	h30	0	1	2	3	4	

MNAJ.30g Using the response options on the card; To what degree is **Regulatory Policy Uncertainty** an obstacle to the current operations of this establishment?
SHOW CARD 31

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Regulatory Policy Uncertainty	MNAj30g	0	1	2	3	4	

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L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's labor force.

L.1	At the end of fiscal year 2012, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift) (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).
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	Number
Permanent, full-time workers end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2	Three fiscal years ago, at the end of fiscal year 2009, how many permanent, full-time individuals work in this establishment? Please include all employees and managers (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).
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	Number
Permanent, full-time workers three fiscal years ago	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

MNAL.4	At the end of fiscal year 2012, how many permanent, full-time individuals in this establishment were younger than 30 years old :
---------------	-----------------------------------------------------------------------------------------------------------------------------------------

	Number younger than 30	DON'T KNOW (SPONTANEOUS)
Workers younger than 30	MNA14	-9

MNAL.4C	Over the course of fiscal year 2012, did the total wage cost of an average permanent full-time employee (INTERVIEWER: READ EACH CATEGORY)
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Increase	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION MNAL. 4E

GO TO QUESTION L.5

GO TO QUESTION L.5

MNA14c

QUESTIONNAIRE NUMBER

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MNAL.4D Over the course of fiscal year 2012, in percentage terms, how much did the total wage cost of an average **permanent full-time** employee **increase**?

	Percent	
Percentage increase in total wage cost of permanent full-time employee	%	GO TO QUESTION MNAL. 4F
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MNAL. 4F
		MNAI4d

MNAL.4E Over the course of fiscal year 2012, in percentage terms, how much did the total wage cost of an average **permanent full-time** employee **decrease**?

	Percent	
Percentage decrease in total wage cost of permanent full-time employee	%	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAI4e

MNAL.4F The main reason for this change was: **SHOW CARD 32**

Changes in social contributions paid by the employer	1	
Changes in net wage paid by the employer to the employee	2	
Changes in bonuses and extra payments (not part of the regular wage)	3	
Other MNAI4fx	4	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAI4f

L.5 At the end of fiscal year 2012, how many permanent full-time individuals working in this establishment were female?

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

MNAL.5c At the end of fiscal year 2012, how many female, permanent, full-time professionals worked in this establishment?
(Professional employees are those whose daily responsibilities include work of an intellectual nature and/or managerial responsibilities)

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time professional workers	MNAI5c	-9

QUESTIONNAIRE NUMBER

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L.6	How many full-time temporary employees did this establishment employ throughout 2012? (Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)
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	Number
Full-time seasonal or temporary workers employed last fiscal year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9a

GO TO QUESTION L.9a

L.6a	How many full-time temporary employees employed throughout 2012 were female?
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	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8	What was the average length in months of employment of all full-time temporary employees in fiscal year 2012?
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	Months
Average length full-time seasonal or temporary employment last fiscal year	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

MNAL.9	At the end of fiscal year 2012, how many full-time permanent employees in this establishment had the following as their highest education level? SHOW CARD 33
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	Number	DON'T KNOW (SPONTANEOUS)
University degree or higher	MNA19a1	-9
Completed Secondary school including Vocational	MNA19a2	-9

L.10	Over fiscal year 2012, did this establishment have formal training programs for its permanent, full-time employees?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

110

QUESTIONNAIRE NUMBER

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L.30	Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment? SHOW CARD 34
	Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment? SHOW CARD 34

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

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	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 SHOW CARD 35 INTERVIEWER: DO NOT READ OUT
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1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

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

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

N.2	From this establishment's Income Statement for fiscal year 2012, please provide the following information: SHOW CARD 36
------------	--------------------------------------------------------------------------------------------------------------------------------

READ OUT

	JODs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual costs of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

MNAN.8	What was the value of the following at the end of the fiscal year 2012:
---------------	-------------------------------------------------------------------------

	JODs	DON'T KNOW (SPONTANEOUS)
Value of your total assets	MNAn8a	-9

QUESTIONNAIRE NUMBER

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MNAA.20	Is the top manager of this establishment also the owner of this establishment? INTERVIEWER: IF THE ANSWER IS MADE AVAILABLE IN THE INTERVIEW, CODE WITHOUTASKING QUESTION
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

MNAa20

Please indicate the number of respondents:

1
2
3

a15a4

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

	Main respondent	
Position in the firm		a15a1ax
Years with the firm		a15a2a
Years in the position		MNAa15a4a
Gender		a15a3a

1=LESS THAN ONE
YEAR
1=LESS THAN ONE
YEAR
1=MALE,
2=FEMALE
DO NOT READ OUT

	Second respondent	DOES NOT APPLY	
Position in the firm		-7	a15a1bx
Years with the firm		-7	a15a2b
Years in the position		-7	MNAa15a4b
Gender		-7	a15a3b

1=LESS THAN ONE
YEAR
1=LESS THAN ONE
YEAR
1=MALE, 2=FEMALE
DO NOT READ OUT

	Third respondent	DOES NOT APPLY	
Position in the firm		-7	a15a1cx
Years with the firm		-7	a15a2c
Years in the position		-7	MNAa15a4c

1=LESS THAN ONE
YEAR
1=LESS THAN ONE
YEAR

QUESTIONNAIRE NUMBER

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Gender		-7	a15a3c	1=MALE, 2=FEMALE DO NOT READ OUT
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THIS MODULE OF THE SURVEY ENDS HERE

IF NOT ELIGIBLE FOR THE INNOVATION MODULE:
THANK YOU VERY MUCH FOR YOUR COOPERATION.

eligible_for_innovation

Yes	0
No	1

IF ELIGIBLE FOR INNOVATION MODULE, PROMPT:

BASED ON YOUR ANSWERS, WE HAVE DETERMINED THAT YOU ARE ELIGIBLE TO ANSWER A FEW ADDITIONAL QUESTIONS ON THE TOPIC OF INNOVATION. WOULD YOU BE WILLING TO PARTICIPATE AT THIS TIME? THESE QUESTIONS SHOULD LAST APPROXIMATELY 10-15 MINUTES.

IF RESPONDENT RESPONDS YES, PROCEED TO INNOVATION MODULE

IF RESPONDENT SAYS NO:

THANK YOU VERY MUCH FOR YOUR COOPERATION.

IF RESPONDENT SAYS NO, BUT AT A LATER TIME:

WOULD YOU LIKE TO SCHEDULE A LATER TIME TO COMPLETE THIS PORTION OF THE INTERVIEW? IT MAY ALSO BE ADMINISTERED ONLINE THROUGH A SECURE LINK WE WILL SEND YOU BY EMAIL

Proceed_refuse_innovation

Yes	3
No	4

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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

QUESTIONNAIRE NUMBER

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A.17	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are partially taken directly from establishment records, partially estimated	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

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

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

STOP HERE

a18

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

a19h

a19m