

## CARD 1

Shareholding company with shares trade in the stock market
Shareholding company with non-traded shares or shares traded privately
Sole proprietorship
Partnership
Limited partnership

## CARD 2

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

### **CARD 3**

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

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

**CARD 5**

	Percent of direct export revenue
Afghanistan, Pakistan, Bhutan, Nepal, Bangladesh, Sri Lanka, Maldives	%
China and Hong Kong	%
Europe and America and Canada	%
Other countries	%
	<b>100%</b>

## CARD 6

	Percent of total exports
Road	%
Rail	%
Air	%
Sea	%
	<b>100%</b>

## CARD 7

The network and quality of roads
Cost and availability of fuel
Road closures due to strikes and protests
Time and distance to markets
Lack of competition in transportation companies
Availability and quality of transport vehicles

## CARD 8

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

## CARD 9

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 10

Worker training
Maintenance and repair of factory equipment
Technical assistance in production and quality management
Assistance with product design, packaging and labeling for foreign markets
Export promotion services
Information about foreign markets
Assistance with improving IT capabilities
Government assistance in lowering barriers to your exports imposed by other countries
Reforming domestic regulations that affect export markets
Export Financing
Other (specify

## CARD 11

Worker training
Maintenance and repair of factory equipment
Technical assistance in production and quality management
Assistance with product design, packaging and labeling for domestic markets
Marketing and advertising services
Information about domestic markets
Assistance with improving IT capabilities
Reforming domestic regulations that affect access to markets
Other (specify)

## CARD 12

Worker training
Marketing and advertising services
Information about domestic markets
Assistance with improving IT capabilities
Reforming domestic regulations that affect access to markets
Other (specify)

## CARD 13

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 14

Local – main product sold mostly in same municipality where establishment is located

National – main product sold mostly across the country where establishment is located

International – main product sold mostly to nations outside country where establishment is located

## CARD 15

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 16

### EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED PRODUCTS

#### **INCLUDE:**

- Products that are new to the establishment

**or**

- Products that have new or significantly improved
  - ✓ capabilities or other functions
  - ✓ technical specifications
  - ✓ components and materials
  - ✓ incorporated software
  - ✓ user friendliness

**DO NOT INCLUDE:** i) minor changes, ii) regular seasonal changes, iii) routine upgrades, iv) purely aesthetic design changes that do not affect functionality.

**DO NOT INCLUDE** the resale of a good purchased from other enterprises

## CARD 17

### EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED METHODS OF MANUFACTURING PRODUCTS

#### INCLUDE:

- Changes in production techniques
- Introduction of new technology for production
- Introduction of automation of processes previously performed manually
- Introduction of new processes of finishing or packaging
- Introduction of new software for production

The introduction of these new or significantly improved methods of manufacturing products aims at ***reducing costs, increasing output, or improving quality.***

## **CARD 18**

### **EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED LOGISTICS, DELIVERY OR DISTRIBUTION METHODS**

#### **INCLUDE:**

- Changes in how inputs are delivered to the establishment
- Outsourcing activities that previously were done in-house
- Changes in how products are delivered/provided to clients and customers
- Introduction of scanning to register products using bar codes
- Changes in supply chain management

## **CARD 19**

### **EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED SUPPORTING ACTIVITIES**

#### **INCLUDE:**

- Changes in the accounting method
- Changes in the purchasing method
- Changes in the maintenance method
- Changes in the quality control system
- Introduction of new or significantly improved software to manage inventories

## **CARD 20**

### **EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED ORGANIZATIONAL OR MANAGEMENT PRACTICES OR STRUCTURES**

#### INCLUDE

- Change in number of management levels
- Changes in communication systems
- Changes in production targeting and monitoring systems
- Changes or introduction of incentives for performance such as changes in salary or bonus determination to reward performance
- Changes in promotion practices
- Changes in hiring and firing practices
- Changes on how decisions and results are communicated across the establishment such as new reporting systems
- Restructuring departments or units
- Changes in external relations systems

## CARD 21

### EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS

#### INCLUDE:

- New design, branding, or packaging, including use of trademarks or logos
- New channels to promote or sell products such as
  - ✓ franchising systems
  - ✓ direct selling
  - ✓ internet sales
  - ✓ exclusive retailing
- New pricing systems to attract or retain customers, such as
  - ✓ discounts
  - ✓ deferred payment
  - ✓ loyalty rewards cards

## **CARD 22**

### **EXAMPLES OF RESEARCH AND DEVELOPMENT**

Organized work to create new knowledge

Investigation or research to create new products

Investigation or research to improve existing products

Investigation to determine new or more efficient methods of production

## CARD 23

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

## CARD 24

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

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

**CARD 26**

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

## CARD 27

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

## CARD 28

No need for a loan - establishment had sufficient capital
Application procedures were complex
Interest rates were not favorable
Collateral requirements were too high
Size of loan and maturity were insufficient
It is necessary to make informal payments to get bank loans
Did not think it would be approved
Other

## CARD 29

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 30**

Strongly disagree	Tend to disagree	Tend to agree	Strongly agree
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## CARD 31

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## CARD 32

Managerial training
Sales and customer relations
Teamwork and leadership skills
Technical skills
Other training

## CARD 33

Chamber of commerce or industry association
Private provider
Government agency
Our company- this was in-house training
Other organization

## SHOW CARD 34

Lack of external agencies that can provide training
Lack of relevant training programs related to this establishment's work
The quality of available training programs is low
High cost of training programs
No need for formal training programs
Unaware of training programs

## CARD 35

Labor laws and regulations
Community pressure
A lot of time and/or money is required
Potential lawsuits
Potential actions and strikes by unions
Other

## CARD 36

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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## **CARD 37** (Rotation 1)

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

## **CARD 37** (Rotation 2)

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

**CARD 37** (Rotation 3)

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

## CARD 38

Total annual cost of labor including wages, salaries, bonuses, social security payments
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Total annual cost of raw materials and intermediate goods used in production
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Total annual costs of fuel
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Total annual costs of electricity
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Total rental cost of machinery, vehicles and equipment
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Total rental cost of land and buildings
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Other cost of production not included above
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