

QUESTIONNAIRE NUMBER **quest id**
 ID **id**
 CELL ID **cell id**
 CELL PREFERENCE **cell preference**

0									
						0	0		

ROTATION
rotation

THE WORLD BANK
 Enterprise Survey
 SENEGAL Manufacturing Module (2014)

GPS Coordinates	
Degrees North (Latitude)	lat
Degrees East (Longitude)	lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Manufacturing	1

A.1 Country

a1

A.1a Language

a1a

A.2

	Sampling Region a2
Dakar	1
Kaolack	2
Saint-Louis	3
Thiès	4

A.3a

	Screener Region (coded ex post) a3a
Dakar	1
Kaolack	2
Saint-Louis	3
Thiès	4

A.3x Name of city/town/village

a3x

A.3b Is this city the official capital city? **a3b**

Yes	1
No	2

A.3c Is this city the main business city? **a3c**

Yes	1
No	2

A.3 Size of locality **a3**

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

A.4a Industry

	Sampling Sector a4a
Food	1
Other manufacturing	2
Retail	3
Tourism	4
Other services	5

A.4b 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 & 30)	29	

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

	Electronics (31 & 32)	31
	Precision instruments	33
	Transport machines (34&35)	34
	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 Section I: (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
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

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

Yes	1
No, a firm on its own	2

SKIP TO A.12

A.7a

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

A.8a Type of establishment **a8a**

HQ with production and/or sales in this location	1
Establishment other than HQ	2

SKIP TO A.11

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

Yes	1
No	2

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm? **a10**

Yes	1	SKIP TO A.11a
No	2	SKIP TO A.11a

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

Yes	1	SKIP TO A.12
No	2	

A.11a How many establishments are included in the financial statements, including headquarters? **a11a**

Number of establishments in the financial statements	a11a
DON'T KNOW	-9

A.12 Interviewer code **a12**

--

A.13 Supervisor code **a13**

--

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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 Senegal. 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.

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) <u> b1x </u>	6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.2

b1

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

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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)

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

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

b4

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION b4a.

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

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

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

B.5 | In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

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

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

Yes	1	b6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	b7a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	SKIP TO C.3
No	2	
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO C.3

b8

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

B.8x Please specify the internationally-recognized quality certifications

Specify Certifications	b8x
DON'T KNOW (SPONTANEOUS)	-9

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	<i>GO TO QUESTION C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.6</i>

c3

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

	Days
Wait for electrical connection	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 **2013**, did this establishment experience power outages?

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

c6

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

C.7 In a typical month, over fiscal year **2013**, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	c7	<i>IF 0, GO TO QUESTION C.9 GO TO QUESTION C.9</i>
LESS THAN ONE MINUTE	0	
DON'T KNOW (SPONTANEOUS)	-9	

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

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE	0	1
DON'T KNOW (SPONTANEOUS)	-9	-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

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

C.10 Over the course of fiscal year **2013**, did this establishment own or share a generator?

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

c10

C.11 In fiscal year **2013**, 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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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

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

GO TO QUESTION C.15
GO TO QUESTION C.15

c12

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

	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 (SPONTANENOUS)	-8

c14

C.15 Over fiscal year **2013**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
The establishment does not use water for production	-7
DON'T KNOW (SPONTANEOUS)	-9

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

c15

C.16 In a typical month, over fiscal year **2013**, how many incidents of insufficient water supply did this establishment experience?

	Number
Number of incidents of water insufficiency in a typical month	c16
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.22a
GO TO QUESTION C.22a

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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

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

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.22c Could you please provide us your e-mail address. It will be used for sending you the report on key finding of the survey (Country Profile) and, if needed, for further communications related to this interview.

	@	
I do not have any e-mail address (SPONTANEOUS)	-7	
REFUSAL (SPONTANEOUS)	-8	

c22cx

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

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

c22b

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

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

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

--	--	--	--	--	--	--	--	--	--

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 **2013**, 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., “LEATHER SHOE MANUFACTURING” NOT JUST SHOES’ MANUFACTURING

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 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.**

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code d1a2
--	----------------------------

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

	Percent
Percentage of sales represented by main product or activity	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 **2013**, what were this establishment’s total annual sales for **ALL** products and services?

	CFA Franc
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

--	--	--	--	--	--	--	--	--	--

N.3 Looking back at the end of fiscal year [insert last complete fiscal year minus two], what were total annual sales for this establishment?

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

D.3 Coming back to fiscal year 2013, what percentage of this establishment's sales were: **(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE) SHOW CARD 4**

	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 SNGD.12

IF 100, GO TO QUESTION D.8

IF 0, GO TO QUESTION D.8

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

SNGD.1 In fiscal year 2013, what percent of this establishment's direct export revenue were from the following countries: **SHOW CARD 5**

	Percent	DON'T KNOW (SPONTANEOUS)
Mali	SNGd1a%	-9
Other CEDEAO	SNGd1b%	-9
European Union	SNGd1c%	-9
Other countries	SNGd1d%	-9
	100%	

Interviewer: CHECK THAT THE TOTAL IS 100%

D.4 In fiscal year 2013, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

D.6 In fiscal year **2013**, what percentage of the value of the products exported directly was lost while in transit because of theft?

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

D.7 In fiscal year **2013**, what percentage of the value of the products exported directly 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	d7 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

Interviewers READ the following
The next questions are about this establishment's main market for direct export in fiscal year 2013, which is the market that provided the highest export revenue in fiscal year 2013.

SNGD.2 Referring to this establishment main market for direct export in fiscal year 2013, when did this establishment first export directly to this market?

	Year
Year establishment first export directly to the main market	SNGd2
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

SNGD.3 In fiscal year 2013, were this establishment's direct export to the main market finished goods for sale to final consumers, semi-finished goods to be used as inputs by other firms, or both finished and semi-finished goods **SHOW CARD 6**

Finished goods for sale to final consumers	1
Semi-finished goods to be used as inputs by other firms	2
Both finished and semi-finished goods	3
DON'T KNOW (SPONTANEOUS)	-9

SNGd3

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

SNGD.4 In fiscal year 2013, what was the main type of client this establishment had in its main market for direct export? **SHOW CARD 7**

Government or government agencies, including state-owned enterprises	1
This establishment's parent company or affiliated subsidiaries	2
Private firms, excluding this establishment's parent company or affiliated subsidiaries, with 250 employees or more	3
Private firms, excluding this establishment's parent company or affiliated subsidiaries, with less than 250 employees	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

SNGd4

SNGD.5 What is the main reason why this establishment decided to directly export to its main export market? **SHOW CARD 8**

Low domestic demand for this establishment's products	1
High foreign demand for this establishment's products	2
Specific and favorable incentives when exporting to this area	3
There is a subsidiary of the parent firm	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

SNGd5

SNGD.6 Since this establishment first exported to its main market, did the direct export operations to this market ever have to stop?

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

SKIP TO SNGD.9

SKIP TO SNGD.9

SNGd6

SNGD.7 In which year did this establishment stop its direct export operations to its main market? **IF MORE THAN ONCE, PLEASE RECORD THE LAST YEAR WHEN DIRECT EXPORTS WERE STOPPED**

	Year
Year establishment stopped its direct export operations to the main market	SNGd7
DON'T KNOW (SPONTANEOUS)	-9

SNGD.8 In which year did this establishment resume its direct export operations to its main market?

	Year
Year establishment resumed its direct export operations to the main market	SNGd8
DIDN'T RESUME YET	-7
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

SNGD.9 Using the response options on the card; To what degree are each of the following elements in the origin country (i.e. Senegal) an obstacle to this establishment's direct export to its main market?
SHOW CARD 9

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Product/Market							
Testing and certification SNGd9a	0	1	2	3	4	-9	-7
Export/Import procedures							
Pre-shipment controls SNGd9b	0	1	2	3	4	-9	-7
Import licensing, quota or prohibitions SNGd9c	0	1	2	3	4	-9	-7
Customs procedures SNGd9d	0	1	2	3	4	-9	-7
Cargo handling and port procedures or requirements SNGd9e	0	1	2	3	4	-9	-7
Taxes and regulations							
Restrictive foreign exchange allocations SNGd9f	0	1	2	3	4	-9	-7
High or discriminatory taxes or charges SNGd9g	0	1	2	3	4	-9	-7
Inputs (costs and access)							
Lack of export financing SNGd9h	0	1	2	3	4	-9	-7
Lack of information on export market SNGd9i	0	1	2	3	4	-9	-7
Lack of support to prospect new markets SNGd9j	0	1	2	3	4	-9	-7
Issues with transport services SNGd9l	0	1	2	3	4	-9	-7
Business environment and legal framework							
Application of existing trade Agreements SNGd9m	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

SNGD.10 Using the response options on the card; To what degree are each of the following elements in this establishment's main market for direct exports an obstacle for this establishment direct export?
SHOW CARD 9

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Product/Market							
Product quality regulations SNGd10a	0	1	2	3	4	-9	-7
Consumer safety regulations SNGd10b	0	1	2	3	4	-9	-7
Health/environment regulations SNGd10c	0	1	2	3	4	-9	-7
Export/Import procedures							
Pre-shipment controls SNGd10d	0	1	2	3	4	-9	-7
Import licensing, quota or prohibitions SNGd10e	0	1	2	3	4	-9	-7
Customs procedures SNGd10f	0	1	2	3	4	-9	-7
Cargo handling and port procedures or requirements SNGd10g	0	1	2	3	4	-9	-7
Taxes and regulations							
Restrictive foreign exchange allocations SNGd10h	0	1	2	3	4	-9	-7
High or discriminatory taxes or charges SNGd10i	0	1	2	3	4	-9	-7
Inputs (costs and access)							
Issues with transport services SNGd10j	0	1	2	3	4	-9	-7
Business environment and legal framework							
Government procurement procedures SNGd10l	0	1	2	3	4	-9	-7
Application of existing trade agreements SNGd10m	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

SNGD.11	By looking at card 10 can you tell me which of the elements included in the list, if any, currently represents the biggest obstacle faced by this establishment in direct export operations to its main market SHOW CARD 10 INTERVIEWER: DO NOT READ OUT
----------------	--

1-Application of existing trade agreements
2-Cargo handling and port procedures or requirements
3-Consumer safety regulations
4-Customs procedures
5-Government procurement procedures
6-Health/environment regulations
7-High or discriminatory taxes or charges
8-Import licensing, quota or prohibitions
9-Issues with transport services
10-Lack of export financing
11-Lack of information on export market
12-Lack of support to prospect new markets
13-Pre-shipment controls
14-Product quality regulations
15-Restrictive foreign exchange allocations
16-Testing and certification
17-Other

Biggest obstacle to export	SNGd11
DON'T KNOW (SPONTANEOUS)	-9

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

GO TO D.10
GO TO D.10

INTERVIEWER: WRITE YEAR USING 4 DIGITS

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

SNGD.12 What is the main reason why this establishment did **NOT** export in fiscal year 2013?
SHOW CARD 11

Low demand	1
Cost of designing exportable products	2
Testing / certification costs	3
Concerns about meeting shipping schedules	4
Cost of transporting goods	5
Tariffs or quotas	6
Marketing and other distribution cost (packaging, warehousing, ...)	7
Inadequate information from your country's export promotion offices	8
Cumbersome administrative procedures in importing country	9
Weak implementation of existing regional trade agreements	10
Lack of exports finance mechanisms	11
Small size of your company	12
High export risk	13
Already satisfied with current viability of the establishment	14
Not yet ready to export	15
DON'T KNOW (SPONTANEOUS)	-9

SNGd12

D.10 In fiscal year **2013**, 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

GO TO QUESTION D.12

D.11 In fiscal year **2013**, 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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

D.12 In fiscal year **2013**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 12**

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

IF 0, GO TO D.16

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2013**, imported directly?

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

d13

D.14 In fiscal year **2013**, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

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

SNGD.13 In what country or area is this establishment's most important supplier during fiscal year **2013** located? Most important supplies is defined as the supplier which provided the highest value of material inputs or supplies **SHOW CARD 13**

Senegal – within 50 Km from factory	1
Senegal other distance	2
Mali	3
Other CEDEAO	4
European Union	5
Other countries	6
DON'T KNOW (SPONTANEOUS)	-9

SNGd13

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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

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

SNGD.14 For how many years has this establishment been doing business with this most important supplier?

	Number of years
Number of year of business with the most important supplier	SNGd14
DON'T KNOW (SPONTANEOUS)	-9

SNGD.15 What was the main source of information used by this establishment to find this supplier?
SHOW CARD 14

Personal knowledge and research	1
Other businesses in the same line than ours	2
Other business associates, suppliers or customers	3
Business association or Chamber of Commerce	4
Government agency	5
Family and friends	6
Tender	7
Advertisement	8
Internet	9
Supplier is located close to this establishment	10
Supplier contacted this establishment	11
DON'T KNOW (SPONTANEOUS)	-9

SNGd15

--	--	--	--	--	--	--	--	--	--

E. DEGREE OF COMPETITION

E.1 In fiscal year **2013**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 17

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 **2013**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

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

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

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

e6

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 18**

	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

--	--	--	--	--	--	--	--	--	--	--

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.

H.1 During the last three years, has this establishment introduced new or significantly improved products or services?
SHOW CARD 19

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 20**

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 21

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

h4a

--	--	--	--	--	--	--	--	--	--	--

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 22**

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 23**

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 24**

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, excluding market research surveys? **SHOW CARD 25**

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

GO TO QUESTION F.1
GO TO QUESTION F.1

h7

H.8 In fiscal year **2013**, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

	CFA FRANC
Cost of formal research and development activities	h8
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

--	--	--	--	--	--	--	--	--	--

F. CAPACITY

F.1	In fiscal year 2013 , what was this establishment’s output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
------------	--

	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

F.2	In fiscal year 2013 , how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)
------------	---

	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

--	--	--	--	--	--	--	--	--	--

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 26**

	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 26**

	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.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.30
	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?

	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

--	--	--	--	--	--	--	--	--	--

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

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 27
-------------	--

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

--	--	--	--	--	--	--	--	--	--

I. CRIME

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

I.1 In fiscal year **2013**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	GO TO QUESTION I.3 GO TO QUESTION I.3
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i1

I.2 In fiscal year **2013**, 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

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

I.3 In fiscal year **2013**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	GO TO QUESTION I.30 GO TO QUESTION I.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

I.4 In fiscal year **2013**, 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

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 27
-------------	---

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

--	--	--	--	--	--	--	--	--	--

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 **2013**, what percentage, as a proportion of the value of total annual purchases of material inputs or services was purchased on credit?

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

K.2 In fiscal year **2013**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

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

K.3 Over fiscal year **2013**, 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 28

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-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 **2013**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

**GO TO QUESTION K.6
 GO TO QUESTION K.6**

k4

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

N.5 In fiscal year **2013**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	CFA Franc	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5a	-9
Land and buildings	n5b	-9

K.5 Over fiscal year **2013**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 29

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from banks: private and state-owned	k5bc %	-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)

K.6 Now let's talk about the establishment's present situation. At this time, does this establishment have a checking (current) 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

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

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

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

k8

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 30**

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

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

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

k13

K.14 Referring only to this most recent line of credit or loan, 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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

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

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

	Number	
Total number of open lines of credit or outstanding loans	k15b	<i>IF 1, GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.15d</i>

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

	CFA Franc
Total value of open lines of credit or outstanding loans	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 **2013**, did this establishment apply for any lines of credit or loans?

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

k16

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 31

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

k17

K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? **SHOW CARD 32**

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

k20a1

K.21 In fiscal year **2013**, 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 33**

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

--	--	--	--	--	--	--	--	--	--

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read one statement describing the courts 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 34**

					(SPONTANEOUS)					
					Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a					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

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

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

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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
NO PAYMENTS	0

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

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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

Yes	1	<i>GO TO QUESTION J.13</i> <i>GO TO QUESTION J.13</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

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

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

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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 35

ROTATE OPTIONS		(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
Business licensing and permits	j30c	0	1	2	3	4	-9	-7
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	0	1	2	3	4	-9	-7

--	--	--	--	--	--	--	--	--	--

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 **2013**, 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 INTERVIWEE IF APPLICABLE).

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

L.2 Looking back, at the end of fiscal year **2011**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

	Number
Permanent, full-time workers in 2011	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2011	-7
DON'T KNOW (SPONTANEOUS)	-9

L.3 Coming back to fiscal year **2013**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

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

L.4 At the end of fiscal year **2013**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

L.9a2 What is the average number of years of education of a typical female permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical female production worker	19a2
DON'T KNOW (SPONTANEOUS)	-9
NO FEMALE PRODUCTION WORKERS	-7

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

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

SNGL.1 In fiscal year **2013** what was the average length of recruitment, in weeks, for **[INSERT OPTION]**

	Weeks	DON'T KNOW (SPONT)	DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY
Engineers or senior technicians	SNG11a	-9	-7
Skilled production workers	SNG11b	-9	-7
Unskilled production workers	SNG11c	-9	-7

SNG.L2 What is the main difficulty, if any, that this establishment face when recruiting engineers or senior technicians?
SHOW CARD 36

Limited offer	1
Inexperience	2
Difficulty assessing the quality of the training received	3
Inadequate training in relation to the application	4
Too high salary expectations	5
Limited employability	6
NONE – NO DIFFICULTIES	0
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNG12

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

SNG.L3 What is the main difficulty, if any, that this establishment face when recruiting skilled production workers? **SHOW CARD 36**

Limited offer	1
Inexperience	2
Difficulty assessing the quality of the training received	3
Inadequate training in relation to the application	4
Too high salary expectations	5
Limited employability	6
NONE – NO DIFFICULTIES	0
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNGI3

SNG.L4 What is the main difficulty, if any, that this establishment face when recruiting unskilled production workers? **SHOW CARD 36**

Limited offer	1
Inexperience	2
Difficulty assessing the quality of the training received	3
Inadequate training in relation to the application	4
Too high salary expectations	5
Limited employability	6
NONE – NO DIFFICULTIES	0
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNGI4

SNG.L5 What is the skill that is considered as most desirable by this establishment in potential candidates as *engineers or senior technicians* **SHOW CARD 37**

Communication	1
Creativity or innovation	2
English or French	3
Marketing	4
Technical and professional skills	5
IT	6
Production Technology	7
Intellectual Property	8
No further training needed	9
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNGI5

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

SNG.L6a What is the skill that is considered as most desirable by this establishment in potential candidates for the position of *skilled production* workers **SHOW CARD 37**

Communication	1
Creativity or innovation	2
English or French	3
Marketing	4
Technical and professional skills	5
IT	6
Production Technology	7
Intellectual Property	8
No further training needed	9
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNG16a

SNGL.6b What is the skill that is considered as most desirable by this establishment in potential candidates for the position of *unskilled production* workers **SHOW CARD 37**

Communication	1
Creativity or innovation	2
English or French	3
Marketing	4
Technical and professional skills	5
IT	6
Production Technology	7
Intellectual Property	8
No further training needed	9
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY - NO EMPLOYEES IN THIS CATEGORY (SPONTANEOUS)	-7

SNG16b

SNGL.7 What is the main source used by this establishment when looking for new employees? **SHOW CARD 38**

Employee' friends or family	1
Newspapers	2
Public employment promotion center (Bureau de placement public)	3
Private employment promotion center (Bureau de placement privé)	4
Alumni network	5
Other	9
DON'T KNOW (SPONTANEOUS)	-9

SNG17

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

L.10 Over fiscal year **2013**, did this establishment have formal training programs for its permanent, full-time employees?

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

GO TO QUESTION SNG.L8
GO TO QUESTION SNG.L8

110

L.11 Referring to the training programs run over fiscal year **2013**, what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONT.)
Production full-time permanent employees trained	111a %	0	-9
Non-production full-time permanent employees trained	111b %	0	-9

SNG.L8 During the past 2 years has malaria affected this establishment's workforce due to one of the following situations: **SHOW CARD 39**

High absenteeism among workers due to sickness	1
High absenteeism as employees need to care of family members or friends due to sickness	2
High turnover of workers due to sickness or death	3
NO SIGNIFICATIVE EFFECT	0
DON'T KNOW (SPONTANEOUS)	-9

SNG18

SNG.L9 In fiscal year **2013**, how many working days were lost due to strikes or other labor disputes

	Days
Working days were lost due to strikes	SNG19
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

SNG.L10 In fiscal year **2013**, how many working days were lost due social problems external to the establishment

	Days
Working days were lost due to social problems	SNG110
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

SNG.L11 In fiscal year **2013**, what was the percentage of unionized workers in this establishment?

	Percent	
Percentage of unionized workers	SNG111 %	<i>IF 100, GO TO SNG.L13</i>
IDON'T KNOW (SPONTANEOUS)	-9	

SNG.L12 In fiscal year **2013**, did non-unionized workers have wages and benefits negotiated by unions?

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

SNG112

SNG.L13 In fiscal year **2013**, what was the main problem related to labor regulations for this establishment?
SHOW CARD 40

Hiring procedures for local workers	1
Hiring procedures for foreign workers	2
Limitations to the use of fixed-term contracts	3
Other limitations to the use of temporary workers	4
Restrictions on night work	5
Restrictions on work during holiday periods	6
Duration of annual leave	7
Premiums to be paid for overtime	8
Obligation to notify a dismissal to a third party (e.g. unions)	9
Obligation to notify a dismissal administration	10
Obligation to provide retraining for staff redundancies	11
Rule of priority during dismissal (e.g. salaries protected)	12
Package costs during dismissal	13
Minimum wage	14
Labor inspection	15
DON'T KNOW (SPONTANEOUS)	-9

SNG113

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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 41**

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 41**

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations	I30a	0	1	2	3	4	-9	-7				
Inadequately educated workforce	I30b	0	1	2	3	4	-9	-7				

--	--	--	--	--	--	--	--	--	--

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 42**
INTERVIEWER: DO NOT READ OUT

- | |
|---|
| 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
-----------------------------	------------

--	--	--	--	--	--	--	--	--	--

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 **2013**, please provide the following information: **SHOW CARD 43**

	CFA Franc	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total costs of production	n2p	-9

N.6 From this establishment's Balance Sheet for fiscal year **2013**, what was the net book value, that is the value of assets after depreciation, of the following:

	CFA Franc	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9
Land and buildings	n6b	-9

N.7 Hypothetically, if this establishment were to purchase the assets it **uses now**, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

	CFA Franc	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

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

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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

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:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

	a17x
--	------

(Problems occurred/extraordinary circumstances which could influence results)

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m