

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

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
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

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	(29 & 30)	
	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 which 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
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A.8a Type of establishment

a8a

HQ with production and/or sales in this location	1	SKIP TO A.11
Establishment other than HQ	2	

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**

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A.13 Supervisor code **a13**

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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) ___ b1x ___	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

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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

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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
No	2
DON'T KNOW (SPONTANEOUS)	-9

b6a

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

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	SKIP TO C.3
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO C.3

b8

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B.8x	Please specify the internationally-recognized quality certifications
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Specify Certifications	b8x
DON'T KNOW (SPONTANEOUS)	-9

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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 **2013**, 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 **2013**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7

IF 0, GO TO QUESTION C.9

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DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.9
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C.8 How long did these power outages last on average?

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE		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	GO TO QUESTION C.12 GO TO QUESTION C.12
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

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

Yes	1	GO TO QUESTION C.22a GO TO QUESTION C.22a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

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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 (SPONTANENOUS)	-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.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

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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 are 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

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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 **2013**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “DATA CONSULTING IT SERVICES” NOT JUST IT SERVICES

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
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

	Percent
Percentage of sales represented by main activity or 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 **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)	

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d2x

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:
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 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

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.17

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?

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QUESTIONNAIRE NUMBER

	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 FOR 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 5**

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 5**

		(SPONTANEOUS)						
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	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

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INTERVIEWER: THE FOLLOWING QUESTIONS ARE ASKED ONLY IF a4b=55 or a4b=63 OTHERWISE GO TO QUESTION E.1

SNG.T1 In fiscal year **[insert last complete fiscal year]**, what was this establishment's main activity?
SHOW CARD 6

Hotel	1
Resort	2
Guest House	3
Bar	4
Nightclub	5
Restaurant	6
Tour agency	7
Travel agency	8
Community based enterprise	9
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.11

GO TO E.11

SNGt1

SNG.T2 In fiscal year 2013, what percent of this establishment's total annual sales were from the following sources? **SHOW CARD 7**

	Percent	DON'T KNOW (SPONTANEOUS)
Rooms	SNGt2a %	-9
Restaurants	SNGt2b %	-9
Bars/Night Club	SNGt2c %	-9
Hosting functions	SNGt2d %	-9
Tours/Transportation	SNGt2e %	-9
Rents from shops and other in-house service providers	SNGt2f %	-9
Other	SNGt2g %	-9
	100%	

SNGT.3 In fiscal year 2013/14, what percent of this establishment's total annual sales were from the following locations:
SHOW CARD 8

	Percent	DON'T KNOW (SPONTANEOUS)
Business travelers from Senegal	SNGt3a %	-9
Business travelers from Africa and Middle East	SNGt3b %	-9
Business travelers from Europe	SNGt3c %	-9
Business travelers from other locations	SNGt3d %	-9
Vacation travelers from Senegal	SNGt3e %	-9
Vacation travelers from Africa and Middle East	SNGt3f %	-9
Vacation travelers from Europe	SNGt3g %	-9

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Vacation travelers from other locations	SNGt3h %	-9
	100%	

SNGT.4 In fiscal year 2013/14 what proportion of this establishment's total annual sales were from the following sources: **SHOW CARD 9**

	Percent	DON'T KNOW (SPONTANEOUS)
Airlines	SNGt4a %	-9
Travel agencies	SNGt4b %	-9
Tour operators	SNGt4c %	-9
Directly to consumers (not via Website)	SNGt4d %	-9
Website sales	SNGt4e %	-9
Other	SNGt4f %	-9
	100%	

SNGT.5 In fiscal year **2013**, approximately what percent of this establishment's sales were from repeat customers?

	Percent
Sales from repeat customers	SNGt5 %
DON'T KNOW (SPONTANEOUS)	-9

SNGT.6 In fiscal year **2013**, what were the two countries that accounted for the greatest share of international business and vacation travelers?

Country 1	SNGt6ax
Country 2	SNGt6bx

SNGT.7 In fiscal year **2013**, were any of the following methods of payment accepted by this establishment?
READ OUT

	Yes	No	DON'T KNOW (SPONT.)
Credit cards SNGt7a	1	2	-9
Travelers Checks SNGt7b	1	2	-9
Domestic Currency SNGt7c	1	2	-9
Foreign Currency SNGt7d	1	2	-9

SNGT.8 In fiscal year **2013**, did this establishment purchase food?

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

SKIP TO SNGT.11

SKIP TO SNGT.11

SNGt8

SNGT.9 In fiscal year **2013**, as a proportion of all food purchased, what percent of were: **SHOW CARD 10**

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin from firms owned by main owners of establishment	SNGt9a %	-9
Of domestic origin from other firms	SNGt9b %	-9
Imported directly	SNGt9c %	-9
Imported indirectly	SNGt9d %	-9
	100 %	

SNGT.10 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to procuring food and drink locally for this establishment?
SHOW CARD 11

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Quality or standards	SNGt10a	0	1	2	3	4	-9	-7
Variety	SNGt10b	0	1	2	3	4	-9	-7
Reliability of providers	SNGt10c	0	1	2	3	4	-9	-7
Volume available	SNGt10d	0	1	2	3	4	-9	-7
Legal restriction	SNGt10e	0	1	2	3	4	-9	-7

INTERVIEWER: THE FOLLOWING QUESTIONS ARE ASKED ONLY IF a4b=55 OTHERWISE GO TO QUESTION E.11

SNGT.11 Does this establishment offer accommodation?

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

SKIP TO E.11

SKIP TO E.11

SNGt11

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SNGT.12 In fiscal year **2013**, what was this establishment's average occupancy rate relative to its maximum capacity?

	Percent
Average occupancy rate	SNGt12
DON'T KNOW (SPONTANEOUS)	-9

SNGT.13 In the high season of fiscal year **2013**, what was this establishment's average occupancy rate relative to its maximum capacity?

	Percent
Average occupancy rate in high season	SNGt13
DON'T KNOW (SPONTANEOUS)	-9

SNGT.14 In the high season of fiscal year **2013**, how many nights on average did the guests stay in this hotel?

	Number	DON'T KNOW (SPONTANEOUS)
Average number of nights	SNGt14	-9

SNGT.15 In the high season of fiscal year **2013**, what was the average expenditure per day of guests in this hotel?

	CFA Franc
Average expenditure per day of guests	SNGt15
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

SNGT.16 What is the main marketing channel used by this establishment? **SHOW CARD 12**

Catalogs	1
Newspapers	2
Billboards	3
Magazines	4
TV	5
Radio	6
Direct mail/fax	7
Own website	8
National promotion website	9
Other websites	10
DON'T KNOW (SPONTANEOUS)	-9

SNGt16

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SNGT.17 Does this establishment use information technologies?

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

SKIP TO SNGT.19

SKIP TO SNGT.19

SNGt17

SNGT.18 In fiscal year **2013**, was information technologies used for? **READ OUT**

	Yes	No	DON'T KNOW (SPONT.)
Front-office applications (e.g., reservations, guest accounting, occupancy, room availability) SNGt18a	1	2	-9
Back-office applications (e.g., personnel, payroll, inventory control, financial reporting) SNGt18b	1	2	-9
Develop and manage guest databases SNGt18c	1	2	-9
Market research and planning SNGt18d			
Guest-related interfaces (e.g. in-room movies, voice mail, in-room safe) SNGt18e	1	2	-9

SNGT.19 Over the last two years did this hotel undertaken any of the following initiatives? **READ OUT**

	Yes	No	DON'T KNOW (SPONT.)
Made investments to upgrade or refurbish the hotel SNGt19a	1	2	-9
Upgraded significantly the hotel's rooms SNGt19b	1	2	-9
Upgraded significantly or added services provided to guests SNGt19c	1	2	-9
Agreed to a new joint venture with a foreign partner SNGt19d	1	2	-9
Obtained a new franchising agreement or management agreement SNGt19e	1	2	-9
Outsourced a major activity / service that was previously conducted in-house SNGt19f	1	2	-9

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E. DEGREE OF COMPETITION

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 13**

	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.

H.1	During the last three years, has this establishment introduced new or significantly improved products or services? SHOW CARD 14
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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?
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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 15
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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 16
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Yes	1
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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 17

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 18

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 19

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 20

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

GO TO QUESTION G.6
GO TO QUESTION G.6

h7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 21**

	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 21**

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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 FOR 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) <u>g5bx</u>	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 22**

							(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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
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	<i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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 22**

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 23

	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

k4

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

K.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 24

	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

k8
GO TO QUESTION K.15d
GO TO QUESTION K.15d

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 25**

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 credits 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

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	k15 a
DON'T KNOW (SPONTANEOUS)	-9

K.15b What is the total number of open lines of credit or outstanding 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>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

k16

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	<i>GO TO QUESTION K.21</i>
Application procedures were complex	2	<i>GO TO QUESTION K.21</i>
Interest rates were not favorable	3	<i>GO TO QUESTION K.21</i>
Collateral requirements were too high	4	<i>GO TO QUESTION K.21</i>
Size of loan and maturity were insufficient	5	<i>GO TO QUESTION K.21</i>
Did not think it would be approved	6	<i>GO TO QUESTION K.21</i>
Other	7	<i>GO TO QUESTION K.21</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.21</i>

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 27**

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 28**

							(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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 29**

					(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/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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

Yes	1
-----	---

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

No	2	<i>GO TO QUESTION J.13</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.13</i>
		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	
No	2	<i>GO TO QUESTION J.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.30</i>
		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

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 30
-------------	--

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	

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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 individual 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 **[insert last complete fiscal year minus two]**, 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 [insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS in [insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 Coming back to fiscal year **2013**, how many permanent full-time individuals that worked in this establishment were female?

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

L.6 How many full-time seasonal or temporary employees did this establishment employ during **2013**? (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)

	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.9b
GO TO QUESTION L.9b

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

L.6a How many full-time seasonal or temporary employees employed during **2013** were female?

	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 of employment of all full-time temporary employees in fiscal year **2013**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

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

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

110

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 30**

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 30**

						(SPONTANEOUS)	
No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY	

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Labor regulations	130a	0	1	2	3	4	-9	-7
Inadequately educated workforce	130b	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	By looking at card 31 can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 31 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
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QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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:

READ OUT

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	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

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