



**MILLENIUM CHALLENGE ACCOUNT- LESOTHO
2011 ENTERPRISE BASELINE SURVEY**

CORE QUESTIONNAIRE RETAIL/SERVICES MODULE

INTRODUCTION

My name is I am a member of the Research Team from the National University of Lesotho (NUL) Institute of Southern African Studies (ISAS). I am here to ask about businesses services and investment climate all across Lesotho. Your enterprise was selected randomly to respond and determine the effects of reforms funded by Millennium Challenge Account-Lesotho. Your responses are voluntary but very important. Any sensitive business information will be treated confidentially and shared only with MCA researchers. I apologize to take your time, but it is very important to fulfill this national assignment to answer the questions as genuinely as possible. The interview should take around 90 minutes split between management and finance or records functions.

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.1 Name of Enumerator

A.2 Name of District Supervisor

A.3 Name of Area Supervisor

A.4 Name of Enterprise

A.5 Enterprise Number

A.6. Industry Classification (*circle appropriate code*)

Retail/Services	1
Manufacturing	2

A.7 District

A.8 Location (*circle appropriate code*)

Urban

Rural

A.9 Name of town/village

A.10 Name of Respondent

A.11 Position of Respondent (*circle appropriate code*)

Position of Respondent	Code
Owner	1
Manager	2
Supervisor	3
Employee	4
Other (<i>Specify</i>) _____	

A.12 Language of Interview (*circle appropriate code*)

Language	Code
Sesotho	1
English	2
isiXhosa	3
Chinese	4
Other (<i>Specify</i>) _____	

A.13 Time face-to-face interview begins:

Attempt	Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
1					
2					
3					

B. GENERAL INFORMATION

Interviewer Read Out: You have welcomed us in this enterprise and agreed to participate in the study. First we want to get to understand the enterprise. (Kea leboha haele mona o nkamohetse khoebong ea hau, hape o lumetse ho nka karolo boithutong bona. Ke kopa re tle re qale ka lipotso tse re fa koitlisiso ka boemo ba khoebo ea hau).

B.1.1(R) What is the main sector of activity of your enterprise? (Tšebetso ea manthla ea khoebo ee ke efe?) (circle appropriate code)

Main Activity	Code
Wholesale and Hotels	1
Construction	2
Transport and Communication	3
Real Estate	4
Other Services (Specify)	

B.1.2 Which of the following options best describe the business arrangement of the enterprise? (Ke e fe ea tse latelang e hlalolang boemo ba khoebo hantle?) (circle appropriate code)

Options	Code
Headquarters (ntlo-kholo) without sales/services in this location	1
Headquarters (ntlo-kholo) with sales/services in this location	2
Branch/Subsidiary (lekala/lekalana) without sales/services in this location	3
Branch/Subsidiary (lekala/lekalana) with sales/services in this location	4

B.1.3(R) What is the main product/service that is provided by this enterprise? (Tšebeletso/sehlahisoa sa manthla sa khoebo ee ke sefe?) [Interviewer: probe for the one that represents the largest proportion of sales in the past 12 months]

B.1.4 In what year did this enterprise begin operations? (Khoebob e e qalile tšebetso ka selemo se fe?)

Year Don't know (circle code)

B.1.5 When was this enterprise formally registered? (Khoebob e e ngolisotsoe neng ka molao?)

Year Don't know (circle code)

B.1.6 Approximately how long did it take to register this enterprise? (U ka hakanya hore na ho u nkile nako e kae ho ngolisa khoebo ee ka molao?)

Circle appropriate code)

Wait for registering enterprise	Code
Less than a week	1
Between a week and one month	2
Between one month and six months	3
Between six months and one year	4
Over a year	5
Don't know	9999

B.1.7 How much did it cost to register the enterprise? (U lefile bokae ho ngolisa khoebo ee?)

M Don't Know (circle appropriate code)

B.1.8 How would you rate the enterprise registration process in Lesotho? (Ho ea ka uena ngoliso ea likhoebo e tsamaisoa joang Lesotho moo?) Circle appropriate code)

Rating	Code
Easy (e bonolo)	1
Moderate (e hantle feela)	2
Difficult (e thata/e mpe/ ea sokolisa)	3
Don't Know	9999

B.1.9 How is this enterprise owned? (*Khoebo ee ke ea motho a le mong kapa e kopanetsoe?*) (circle appropriate code). [Interviewer: For other alternatives please probe to establish ownership]

Ownership	Code
Jointly owned	1 (go to B1.10)
Individually owned (sole proprietor)	2 (go to B1.11)
State-owned	3 (go to B1. 11)
Parastatal	4 (go to B1. 11)
Other (Specify)	
Don't Know	9999 (go to B1. 11)

B.1.10 If *jointly owned*, what is this enterprise's form of legal ownership? (*Haeba ke khoebo e kopanetseo, u ka ntlhalosetsa hore na e kopanetsoe joang?*) (circle appropriate code)

Form of Legal Ownership	Code
Shareholding enterprise with shares traded in the stock exchange	1
Shareholding enterprise with non-traded shares or shares trade privately	2
Partnership	3
Limited partnership	4
Other (Specify)	
Don't know	9999

B.1.11 How best would you describe the ownership structure of this enterprise? (*U ka hlalosa hore na boemo ba liabo (shares) khoebong ee ke ba mofuta ofe?*) (circle appropriate code)

Ownership structure	Code
100% locally, privately owned	1
100% foreign, privately owned	2
Jointly owned (above 50% foreign shareholding and less than 50% local shareholding)	3
Jointly owned (above 50% local shareholding and less than 50% foreign shareholding)	4
Jointly owned (50% local shareholding and 50% foreign holding)	5
State owned (100% state owned)	6 (go to B1.13)
Parastatal	7
Other (Specify)	

B.1.12a If the enterprise is *privately/jointly owned*, how many of the owners are: (*Haeba khoebo ke ea motho a le mong kapa e kopanetsoe, beng ba khoebo ee ba ba kae bao e leng:*) (fill appropriate number in each category) [Interviewer: exclude state-owned]

Individual persons
(*Batho feela*)

Corporate entities
(*Lik'hamphani*)

B.1.12b If the enterprise is *privately/jointly owned*, how many of owners are: (*Haeba khoebo ke ea motho a le mong kapa e kopanetsoe, ho beng ba khoebo ee ke ba ba kae bao e leng:*) (fill appropriate number in each category) [Interviewer]

Male
(*Bo-Ntate*)

Female
(*Bo-Mme*)

B.1.13 Fill in the demographic information of the top manager of this enterprise (**Interviewer: Note that the Owner can also be the Top Manager in some enterprises, especially sole proprietorships. In that case fill in the demographics of the owner as Top Manager**)) (**Ak'u hlalose tse lateng ka mong'a khoebo (owner) kapa mookameli ea ka sehlohong khoebong ena (top Manager)**)

Managerial position	Sex		Age (in completed yrs)	Highest Education Level	Nationality (Letsoalloa la Naha efe?)	Citizenship (Bojaki ba Naha efe?)
	Male	Female				
Top Manager (Owner)						
Top Manager (Not Owner)						

B.1.14 How many years has the Top Manager been in this position? (**Mookameli ea ka sehlohong oa khoebo ee o bile bookameling lilemo tse kae ho fihlela ha ha joale?**)

No. of Months (only if less than 1 year) No. of Years Don't Know (circle code)

B.1.15 What is the current number of workers in this enterprise by work status and sex? (**Ak'u mphe palo ea basebetsi ea bo-Mé le Bo-Ntate le maemo a bona a tšebetso?**) (fill number)

Work Status	Male	Female
Permanent Fulltime (ba nako e telele)		
Temporary Fulltime (ba nakoana)		
Seasonal (ba nako e itseng ea selemo)		
Part-time (ba tlang ka matsatsi a itseng)		
Other (Specify)		

B.1.16 In general, how would you rate the skills level of the workers in the enterprise for each of the levels mentioned below? (**U ka re'ng ka litsebo le boiphihlelo ba basebetsi ka ho ea ka mekhahlelo ea bona?**) (Circle appropriate code)

Work Status	Low	Satisfactory	High	Don't Know
Permanent Fulltime (ba nako e telele)	1	2	3	4
Temporary Fulltime (ba nakoana)	1	2	3	4
Seasonal (ba nako e itseng ea selemo)	1	2	3	4
Part-time (ba tlang ka matsatsi a itseng)	1	2	3	4
Other (Specify)				

B. 1.17 How would you rate the impact of skills on the operations of this enterprise (**U ka re litsebo le boiphihlelo ba basebetsi li thusa ha kae khoebong moo?**) (circle appropriate code)

Work Status	Negative Impact	No Impact	Positive Impact	Don't Know
Permanent Fulltime (ba nako e telele)	1	2	3	9999
Temporary Fulltime (ba nakoana)	1	2	3	9999
Seasonal (ba nako e itseng ea selemo)	1	2	3	9999
Part-time (ba tlang ka matsatsi a itseng)	1	2	3	9999
Other (Specify)				

B.1.18. In the past 12 months, did this enterprise provide formal training programs for its permanent, full-time employees? (**Likhoeling tse 12 tse fetileng ho tloha hona joale, na basebetsi ba nako e telele ba kile ba tsoareloa lithupelo tse amanang le tšebetso ea bona?**) (circle appropriate code)

Yes No Don't Know

C. INFRASTRUCTURE

C.1 Electricity

Interviewer Read Out: Let us now talk about electricity supply (*Ha re ke re bue ka motlakase*)

C.1.1 What is the principal source of electricity for the enterprise? (*Khoebo ee e sebelisa haholo holo motlakase o tsoang kae?*) (*Circle appropriate Code*)

Electricity Source	Code
LEC	1 (<i>ask C.1.2</i>)
Generator	2 (<i>go to C.2</i>)
Solar	3 (<i>go to C.2</i>)
Wind	4 (<i>go to C.2</i>)
None	5 (<i>go to C.2</i>)
Other (<i>Specify</i>)	

C.1.2 How would you rate the quality of services from LEC? (*U ka reng ka tšebeliso ea phephelo ea motlakase khoebong ee?*) (*circle appropriate code*)

Poor Fair Good Very good Don't know

C 2 Water Services

Interviewer Read Out: Let us now talk about water services. (*Ha re ke re bue ka litaba tsa metsi khoebong ena*)

C.2.1 What is the principal source of water for this enterprise? (*Boholo ba metsi a sebelisoang khoebong ee a tsoa kae?*) (*circle appropriate code*)

Principal Water Source (tick as appropriate)	Code
WASCO/WASA Private water on premises	1 (<i>ask C2.2</i>)
WASCO/WASA community supply	2 (<i>go to C2.17</i>)
Rural Water Supply	3 (<i>go to C2.17</i>)
Private Borehole	4 (<i>go to C2.17</i>)
Public Borehole	5 (<i>go to C2.17</i>)
Catchment tank	6 (<i>go to C.2.17</i>)
Covered spring	7 (<i>go to C2.17</i>)
Uncovered spring	8 (<i>go to C.2.17</i>)
River	9 (<i>go to C.2.17</i>)
Other (<i>Specify</i>)	

C.2.2 If water is supplied by WASCO/WASA on the enterprise premises, when was the enterprise connected? (*Khoebo ee e hoketsoe metsing a WASCO/WASA neng?*)

Year Do not know (*circle code*)

(*go to C. 2.6a*)

C.2.3 Approximately how long did it take the enterprise to be connected to water provided by WASCO/WASA from the day the enterprise applied to the day it was connected? (*Ha u hakanya, ho nkile nako e kae hore khoebo ee e hokeloe metsing a WASCO/WASA?*) (*Circle appropriate code*)

Wait for water connection	Code
Less than one week	1
Between one week and one month	2
Between one month and six months	3
Between six months and one year	4
Longer than one year	5
Don't know	9999

C.2.4 How much did it cost the enterprise to connect to WASCO/WASA water supply? (*U lefile bokae ho hokela khoebo ee metsing a WASCO/WASA*)

M Do not know (*circle code*)

C.2.5 How would you rate the procedures of applying for connection to water supplied by WASCO/WASA? (*U ka reng ka boemo ba tšebetso ea khokelo ea metsi a WASCO/WASA?*) (Circle appropriate code)

Rating	Code
Easy	1
Moderate	2
Difficult	3
Don't Know	9999

C.2.6a How many units of water [litres] did the enterprise use per month in the past winter? (*Khoebo e ne e sebelisa lilithara tse kae tsa metsi ka khoeli mariheng a fetileng?*)

Litres Don't Know (circle code)

C.2.6b How many units of water [litres] did the enterprise use per month in the past summer? (*Khoebo e ne e sebelisa lilithara tse kae tsa metsi ka khoeli lehlabuleng le fetileng?*)

Litres Don't Know (circle code)

C.2.7 In the past 3 months, for how many hours did this enterprise have water supply on a typical day? (*Khoebo e na le metsi a ma kae ka letsatsi?*)

Hours

C.2.8 In the past 12 months, did this enterprise experience any water cuts? (*Likhoeling tse 12 tse fetileng ho tloha hona joale, na ho bile le ho khaoha ha metsi khoebong ee?*) (Circle appropriate code)

Yes No Don't Know
(go to C. 2.16) (go to C. 2.16)

C.2.9a If Yes, how many such water cuts did it experience on average per month in winter? (*Haeba ho bile le ho khaoha ha metsi ka nako e boletsoeng, ho khaoha hoo ho bile ka makhetlo a ma kae ka khoeli mariha?*) (Circle appropriate code)

Average number of water cuts per month	Winter
One (1)	1
About 2 to 4	2
About 5 to 8	3
About 8 to 12	4
13 or above	5
Don't know	9999

C.2.9b How many such water cuts did it experience on average per month in summer? (*Ho khaoha hoo ho bile ka makhetlo a ma kae ka khoeli hlabula?*) (Circle appropriate code)

Average number of water cuts per month	Summer
One (1)	1
About 2 to 4	2
About 5 to 8	3
About 8 to 12	4
13 or above	5
Don't know	9999

C.2.10a On average, how long did the water cuts last per month in winter? (*U ka hakanya hore na ho khaoha ha metsi mariha ho ne ho nka nako e kae ka khoeli?*) (Circle appropriate code)

Average duration of water cuts per month (hrs)	Winter
Less than one hour	1
Between one hour and 6 hours	2
Between seven hours and one day	3
Between 2 days and 1 week	4
Between two weeks and one month	5
Longer than one month	6
Don't know	9999

C.2.10b On average, how long did the water cuts last per month in summer? (*U ka hakanya hore na ho khaoha ha metsi hlabula ho ne ho nka nako e kae ka khoeli?*) (Circle appropriate code)

Average duration of water cuts per month (hrs)	Summer
Less than one hour	1
Between one hour and 6 hours	2
Between seven hours and one day	3
Between 2 days and 1 week	4
Between two weeks and one month	5
Longer than one month	6
Don't know	9999

C.2.11 During the periods of cuts in water supply, where did this enterprise get water for its main operations? (*Ha metsi a khaohile, khoebo ee e ne e fumana metsi kae?*) (Circle appropriate code)

Principal Water Source	Code
WASCO/WASA Private water premises (neighbor/relative)	1
WASCO/WASA community supply	2
Private Borehole (neighbor/relative)	3
Public Borehole	4
Catchment tank	5
Covered spring	6
Uncovered spring	7
River	8
Other (<i>Specify</i>)	

C.2.12(R) Have water cuts been a constraint for increasing sales/services of the enterprise in the past 12 months? (*Likhoeling tse 12 tse fetileng ho fihlela hona joale, na ho khaoha ha metsi ho sitisitse kholo ea lithekiso/litšebeletso tsa khoebo ee?*) (circle appropriate code)

Yes 1 No 2 Don't Know 9999

C.2.13(R) Did the enterprise experience any losses in sales/services due to water cuts? (*Na ho bile le litahlehelo thekiso/litšebeletsong tsa khoebo ee, tse bakiloeng ke ho khaoha ha metsi?*) (circle appropriate code)

Yes 1 No 2 Don't Know 9999

[go to Section C.3.]

[go to Section C.3.]

C.2.14(R) If Yes, estimate the value of sales/services losses that resulted from the water cuts over the last financial year. (*Haeba ho bile le litahlehelo ka lebaka la ho khaoha ha metsi, u ka hakanya hore li ile tsa etsa bokae selemong se fetileng sa lichelete?*)

Loss of Sales	Percent
Total sales	
Don't know (<i>Circle code</i>)	9999

C.2.15 What is the future water demand of your enterprise in the next 12 months? (*Selemomg se tlang u bona e ka khoebo e tla hloka metsi a ma kae?*) (circle appropriate code)

Estimation of Future Water Demand	Code
Less amount	1
Same amount	2
More amount	3

C.2.16 How would you rate the quality of services from WASCO/WASA? (*U ka reng ka boleng ba litšebetso tsa phephelo ea metsi khoepong ee ho tsoa ho WASCO/WASA?*) (Circle appropriate code)

Poor Fair Good Very Good Don't know
 (go to C 2.21) (go to C 2.21) (go to C 2.21) (go to C 2.21) (go to C 2.21)

Interviewer: The following questions are for enterprises not connected to water provided by WASCO/WASA (*Bakeng sa likhoebo tse sa hokelang metsi a WASCO/WASA*).

C.2.17 Why is the enterprise not connected to WASCO/WASA water supply? (*Hobaneng ha khoebo ee e sa hokeloa phephelong ea metsi a WASCO/WASA?*) (Circle appropriate code)

Reason	Code
The enterprise's application is still in process	1 (<i>ask C.2.18</i>)
Application denied	2 (<i>go to C.2.20</i>)
No WASCO/WASA water supply in the area	3 (<i>go to C.2.21</i>)
Other (<i>Specify</i>)	4 (<i>go to Q. C.2.21</i>)
Don't know	9999 (<i>go to Q. C.2.21</i>)

C.2.18 If the application is still in process, when was the application for water connection to WASCO/WASA made? (*Haeba kopo ea ho hokeloa phephelong ea metsi a WASCO/WASA e ntse e sebetsoa, kopo e joalo e entsoe neng?*)

Year Do not know (circle code)

(go to Q. C.2.21)

C.2.19 How long has the enterprise waited so far for connection to WASCO/WASA's water supply? (*Ke nako e kae khoebo e emetse ho hokeloa phephelong ea metsing a WASCO/WASA?*) (circle appropriate code)

Wait for water connection	Code
Less than a week	1 (<i>go to Q. C.2.21</i>)
Between a week and one month	2 (<i>go to Q. C.2.21</i>)
Between one month and six months	3 (<i>go to Q. C.2.21</i>)
Between six months and one year	4 (<i>go to Q. C.2.21</i>)
Over a year	5 (<i>go to Q. C.2.21</i>)
Don't know	9999 (<i>go to Q. C.2.21</i>)

C.2.20 If the application has been denied, please state why it was denied? (*Haeba kopo ea ho hokeloa phephelong ea metsi a WASCO/WASA e hanoa, hobaneng ha e hanoa?*)

C.2.21 Which top three activities use water most? (*Ke litšebetso li fe tse tharo tsa mantlha tsa khoebo ee, tse sebelisang metsi haholo-holo?*)

1.
2.
3.

C.3 Communication Services (Litšebeletso tsa likhokahano)

C.3.1 Does this enterprise communicate with customers or suppliers using any of the following? (*Khoebo ee e buisana le bareki kapa barekisi ka mokhoa o fe ho e latelang?*) (circle appropriate code. (Interviewer: Note that multiple responses are possible)

Means of Communication	Yes	No
Fixed-line telephone by Telecom Lesotho	1	2
Mobile phone	1	2
Facsimile	1	2
E-mail	1	2
Internet	1	2
Radio	1	2
Letters	1	2
Newspapers (Adverts and/inserts)	1	2
TV	1	2
Over-the-counter	1	2
Printed materials/flyers	1	2
Other (<i>Specify</i>)		

D. SALES AND SUPPLIES (Thekiso le phumano ea thepa ea khoebo)

Interviewer Read Out: We are now going to talk about the operations of the enterprise, that is the sales/services and supplies of the enterprise. I wish to reassure you that the information that you provide in this section will be treated with absolute confidentiality. (*Ha re ke re bue ka tšebetso ea khoebo ena ka kotloloho*)

D.1.1a(R) In the past financial year, what were this enterprise's total (gross) sales? (*Selemong se fetileng sa lichelete thepa e rekisitsong e entse chelete e kae?*)

M	Don't Know (<i>circle code</i>)	9999
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D.1.1b(R) In the past financial year, what were this enterprise's total revenue from other sources than sales? (*Selemong se fetileng sa lichelete khoebo e e ile ea bokella chelete e kae ho tsoa mehloling e meng e seng ea thekiso?*)

M	Don't Know (<i>circle code</i>)	9999
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Interviewer: Main product is the same as indicated in Question B.1.2(R). There may be cases where respondents may know total sales but not the proportion contributed by the main product/service. Interviewer should assist the respondent to calculate the proportions and indicate this in the margins of the questionnaire

D.1.2(R) What percentage of total sales in D1.1a(R) does the main product/service represent? (*Ke karolo e kae lekholong ea thekiso e entsong ke thepa/ts'ebetso e rekisitsong ho feta tse ling?*)

Percent (%):	Don't Know (<i>circle code</i>)	9999
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D.1.3(R) What is the main source of supply of this enterprise's main sales item? (*Mohloli o moholo oa thepa e rekisoang haholo ho feta tse ling ke ofe?*) (Circle appropriate code)

Supply Sources	Code
Local retailers	1
Local wholesalers	2
Retailers outside Lesotho	3
Wholesalers outside Lesotho	4
Purchases from personal/family suppliers	5
Other (<i>Specify</i>)	

D.1.4(R) Do the suppliers of this enterprise demand cash payment or extend credit? (*Moo u rekang thepa ea khoebo teng u reka ka mokitlane kapa u lefa hang-hang [kontane]?*) (circle appropriate code)

Method of payment	Code
Cash	1
Credit	2
Both credit & cash	3
Don't know	9999

D.1.5(R) Do you have problems with procurement of products from your suppliers? (*Na u na le bothata ba ho fumana thepa ea khoebo*) (Circle appropriate code)

Yes 1

No 2

Don't Know 9999

(go to D.1.7R)

(go to D.1.7R)

D.1.6(R) If Yes, which are the two most important procurement problems that the enterprise faces? (*Haeba ho joalo, ke mathata afe a mabeli a maholo-holo ao khoebo e tobanang le ona?*)

D.1.7a(R) What was the approximate monthly expenditure on the following items in the past financial year?

(*Selemong se fetileng sa lichelete, u ka hakanya hore litšenyehelo tsa khoeli le khoeli tsa khoebo ee e ka ba bo kae ho tse latelang?*)

Item	Expenditure
Labor including wages, salaries, bonuses, social security payments	
Rent	
Taxes/fees	
Cost of credit (interest payment)	
Transport	
Electricity	
Water	
Other costs not included	

D.1.7b(R) In the past financial year, what were this enterprise's total costs? (*Selemong se fetileng sa lichelete, lits'enyehelo tsa khoebo ee e bile bokae ka kakaretso?*)

M _____	Don't know	9999
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D.1.8(R) In the past financial year, what was the value of the following assets at the end of the financial year? (*Selemong se fetileng sa lichelete boleng ba chelete ba thepa e latelang ea khoebo ee e ne e le bokae ha selemo se fela?*)

Assets	Value at the end of the financial year	Don't Know (circle code)
Machinery and equipment		9999
Vehicles		9999
Furniture and fittings		9999
Buildings (if owned by the enterprise)		9999
Land (if owned by the enterprise)		9999

E. LAND HOLDING (OWNERSHIP) AND TENURE STATUS

E.1. Tenure Status and Acquisition of Land/Premises

Interviewer Read Out: Let us talk about the land holding (ownership) and tenure status of this enterprise. (Ha re ke re bue ka boemo ba setša seo khoebo e sebeletsang ho sona).

E.1.1 What is the tenure status of the enterprise on this plot/premises? (Boemo ba setša/sebaka sa tšebetso sa khoebo ke bofe?) [Interviewer: Ask if the enterprise owns/rents/sub-leases the plot/premises on which it operates]? (circle appropriate code)

Tenure Status	Code
Leaseholder (owner)	1 (go to E1.2)
Sub-lessee (formal and registered with Deeds Registry)	2 (go to E1.7)
Rents premises only	3 (go to E1.7)
Rents plot only	4 (go to E1.7)
Rents plot and premises	5 (go to E1.7)
Other (Specify) _____	
Don't Know	9999

E.1.2 How did the enterprise acquire this plot? (Setša sa khoebo ee se fumanehile joang?) (circle appropriate code)

Method of acquisition	Code
Grant by public sector agency	1
Bought from public sector agency	2
Bought from original field subdivision	3
Bought through transfer from someone	4
Bought from chief	5
Allocated by chief [customary grant]	6
Allocated by local council [grant]	7
Inherited	8
Gift from relative/friend	9
Other (Specify) _____	
Don't know	9999

E.1.3 When did the enterprise acquire this plot? (Setša sa khoebo ee se fumanehile neng?)

Year	
Don't Know (circle code)	9999

E.1.4 How long did it take the enterprise to acquire the plot? (Ho nkile nako e kae hore setša sa khoebo ee se fumanehe?)

Days Months Years Don't know

E.1.5 How much did it cost the enterprise to acquire the plot? (Khoebob e e ile ea lefa chelete e kae ho fumana setša see?)

M _____ (Enter amount in Maloti)	Don't know (circle code)	9999
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E.1.6 How would you rate the process of acquiring a plot from the agency that you mentioned? (U ka reng ka litšebeliso tsa ho fumana setša sa khoebo moo u se fumaneeng?) (Circle appropriate code)

Rating	Code
Easy	1
Moderate	2
Difficult	3
Don't Know	9999

Interviewer: The following questions are for Enterprises that rent plot/premises for business operations. (*Lipotso bakeng sa bahoebi ba hirileng libaka tsa khoebo*)

E.1.7 From whom does the enterprise rent/sub-lease the plot/premises/? (*Khoebo ee e hirile setša kapa moaho ho mang?*) **Circle appropriate code**

Owner of Rented Premises	Code
Land Lord	1
Leaseholder (owner of plot or land)	2
Chief	3
Other (<i>Specify</i>)	
Don't Know	9999

E.1.8 Does the enterprise have any documents supporting its tenancy arrangements? (*Na khoebo ee e na le litokomane tsa khiri ea sebaka see seo e sebeletsang ho sona?*) **circle appropriate code**

Yes 1

No 2

Don't Know 9999

(go to E2)

(go to E2)

E.1.9. If **Yes**, please state the type of tenancy document that the enterprise has? (*Haeba litokomane tsa khiri li le teng ke tsa mofuta o fe?*)

(Interviewer: Some respondents may mention a sub-lease as a type of tenancy document that they have. This would be a tenancy agreement. You should only, therefore, attempt to clarify whether or not it is registered).

Type of Tenancy Document	Code
Registered Tenancy Agreement	1
Unregistered Tenancy Agreement	2
Other (<i>Specify</i>)	

E.1.10 Why is the enterprise renting/sub-leasing plot/premises? (*Hobaneng ha khoebo ee e hirile sebaka sena seo e sebeletsang ho sona?*) **circle appropriate code**

Reason	Code
Enterprise has applied for plot of land but the application is in process	1 go to Section E2
Enterprise does not qualify to hold land in Lesotho	2 go to Section E3
Enterprise has no intention of acquiring land	3 go to Section E3
Other (<i>Specify</i>)	go to Section E3
Don't know	9999 go to Section E3

E.2 Application for Land/Plot

(Only for Enterprises that rent premises and for which the response in E.1.10 is Code 1)

Interviewer Read Out: You have just mentioned that the enterprise has applied for a piece of land/plot, but that the application is still in process. I have a few questions to ask about this, which will assist us to appreciate the experiences of this enterprise in applying for allocation of land/plot. (*Ha re ke re bue ka litokomane tsa ngoliso ea sets'a kappa sebaka sa ts'ebeletso sa khoebo*)

E.2.1 When did this enterprise apply for land/plot? (*Khoebo e entse kopo ea setša neng?*)

Year

Month

Do not know (*circle code*)

9999

[go to section E3]

E.2.2 To which land agency has the application been made? (*Khoebo e entse kopo ea setša ho kae/ho mang?*)

(Name of Land Agency)

E.2.3 Can you tell me about the current status of the application? (*Ak'u mpoelle boemo ba kopo ea setša ha joale*)(Circle appropriate code)

Application status	Code
In process	1
In dispute	2
Application process completed	3
Other (<i>Specify</i>) _____	
Don't know	9999

E.2.4 How would you rate the procedures for applying for a plot of land from this agency? (*U ka reng ka litšebeliso tsa kopo ea setša sa khoebo?*) (Circle appropriate code)

Rating	Code
Easy	1
Moderate	2
Difficult	3
Don't Know	9999

E.3 Title Documentation and Land Registration

Interviewer Read Out: We know that in order to feel that your interests in a piece of land/property are secure one has to have some form of title document that relates to the land/property. Can we now talk about the documents that you have that relate to this enterprise, how they were acquired and your experiences of the processes involved. (Litokomane tsa ngoliso ea khoebo)

E.3.1 What form of title document/certificate does the enterprise have on this plot? (*Mofuta oa tokomane ea ngoliso ea setša sa khoebo ee ke o fe?*) (Circle appropriate code)

Form of title document/certificate	Code
Registered Lease	1 <i>ask E.3.2</i>
Registered Sublease	2 <i>ask E.3.2</i>
Title Deed	3 <i>go to E.3.7</i>
Unregistered document (e.g. Form C, Form C2, Form C3, Form A, etc)	4 <i>go to E.3.7</i>
Letter of Agreement	5 <i>go to E.3.7</i>
None	6 <i>go to E.3.7</i>
Other (<i>Specify</i>) _____	

E.3.2 If the title of the enterprise is a *registered lease/sublease*, when did the enterprise apply for it? (*Haeba tokomane ea ngoliso ea setša ke lease kapa sublease e rejistaruoeng kopo ea eona e entsoe neng?*)

Lease	Year	<input type="text"/>	Month	<input type="text"/>	Do not know (<i>circle code</i>)	<input type="text" value="9999"/>
Sub-Lease	Year	<input type="text"/>	Month	<input type="text"/>	Do not know (<i>circle code</i>)	<input type="text" value="9999"/>

E.3.3 If the enterprise's title is a *lease/sublease*, when was it acquired? (*Haeba tokomane ea ngoliso ea setša ke lease kapa sublease e rejistaruoeng e fumanoa neng?*)

Lease	Year	<input type="text"/>	Month	<input type="text"/>	Do not know (<i>circle code</i>)	<input type="text" value="9999"/>
Sub-Lease	Year	<input type="text"/>	Month	<input type="text"/>	Do not know (<i>circle code</i>)	<input type="text" value="9999"/>

E.3.4 Can you estimate the actual time that you or someone else who represented the enterprise spent making follow-ups on the *lease/sub-lease* registration process? (*U ka hakanya nako eo motho ea neng a rejistara lease kapa sublease ea khoebo ee a e nkileng ho e sala morao?*)

Lease	Days	<input type="text"/>	Number of Months	<input type="text"/>	Number of Years	<input type="text"/>	Don't Know (<i>circle code</i>)	<input type="text" value="9999"/>
Sub-Lease	Days	<input type="text"/>	Number of Months	<input type="text"/>	Number of Years	<input type="text"/>	Don't Know (<i>circle code</i>)	<input type="text" value="9999"/>

I will now read out for you the most important statutory fees that one has to pay in order to register a lease/sub-lease.

E.3.5 Please tell me how much the enterprise paid on each fee item in order to complete the registration process? *(Ak'u mpoelle hore khoebo e lefile bo kae ho e 'ngoe le e 'ngoe ea lintho tse latelang ho qeta methathi eohle ea ho rejistara setš'a sa eona).*

Statutory Fee	Lease			Sub-lease		
	Cost (M)	Don't Know (circle appropriately)	N/A (circle appropriately)	Cost (M)	Don't Know (circle appropriately)	N/A (circle appropriately)
Survey fees		9999	8888		9999	8888
Valuation fees		9999	8888		9999	8888
Ground Rent		9999	8888		9999	8888
Administrative fees (e.g. stamp duty, lease preparation fee, registration fees, etc.)		9999	8888		9999	8888
Other fees (<i>Specify</i>)						

E.3.6 How would you rate the procedures for acquiring a registered lease/sublease? *(U ka reng ka litšebeliso tsa ho fumana lease kapa sublease e rejistaruoaeng ea setša sa khoebo?) (Circle appropriate code)*

Rating	Lease		Sub-Lease	
Easy	1	<i>(go to Section E4)</i>	1	<i>(go to Section E4)</i>
Moderate	2	<i>(go to Section E4)</i>	2	<i>(go to Section E4)</i>
Difficult	3	<i>(go to Section E4)</i>	3	<i>(go to Section E4)</i>
Don't Know		9999		9999

The following questions are for enterprises that have unregistered documents or no titles

E.3.7 Why does the enterprise have unregistered title or no title document? *(Hobane'ng ha khoebo e na le litokomane tsa setša tse sa rejistaroang?) (Circle appropriate code)*

Reasons	Code
Have not applied for it	1 <i>(go to Section E.4)</i>
Do not know how to apply for it	2 <i>(go to Section E.4)</i>
Do not need it	3 <i>(go to Section E.4)</i>
Have applied for the document	4 <i>(ask E.3.8)</i>
Registered documents are expensive	5
Other (<i>Specify</i>)	

E.3.8 If the enterprise has applied for a lease/sublease when did it apply? *(Haeba khoebo e entse kopo ea lease kapa sublease e entsoe neng?)*

Lease	Days	<input type="text"/>	Number of Months	<input type="text"/>	Number of Years	<input type="text"/>	Don't Know (circle code)	9999
Sub-Lease	Days	<input type="text"/>	Number of Months	<input type="text"/>	Number of Years	<input type="text"/>	Don't Know (circle code)	9999

[go to Section E4]

E.3.9 To which land agency has the application been made? *(Kopo ea lease kapa sublease e entsoe ho kae kapa ho mang?)*

(Name of Agency)

E.3.10 Can you tell me about the current status of the application? (*Ak'u mpoelle boemo ba kopo ea lease kapa sublease ha joale*) (Circle appropriate code)

Application Status	Code
In process	1
In dispute	2
Other (<i>Specify</i>)	
Don't know	9999

E.3.11 How would you rate the procedures for acquiring a registered lease/sublease? (*U ka reng ka litšebeliso tsa ho fumana lease kapa sublease e rejistaruoeng?*) (circle appropriate code)

Rating	Lease	Sub-Lease
Easy	1 (<i>go to Section E4</i>)	1 (<i>go to Section E4</i>)
Moderate	2 (<i>go to Section E4</i>)	2 (<i>go to Section E4</i>)
Difficult	3 (<i>go to Section E4</i>)	3 (<i>go to Section E4</i>)
Don't Know	9999	9999

E.4 Land/Property Disputes (*Likhang tse amang setša kapa sebaka sa tšebetso*)

Interviewer Read Out: Now let us talk about land and property disputes that relate to the operations of this enterprise and how these might have affected the operations of the enterprise (*Ha re ke re bue ka likhang tse amang setša kapa sebaka sa tšebetso tseo e bang khoebo ena e kile ea ba le tsona le hore na li amme khoebo joang*)

E.4.1 In the past 12 months, has the enterprise ever had any dispute related to this plot/premises? (*Likhoeling tse 12 tse fetileng na ho kile ha eba le khang e amanang le sebaka sa tšebetso sa khoebo ee?*) (circle appropriate code)

Yes 1

No 2

Don't Know 9999

(Go to Section E.5)

(Go to Section E.5)

E.4.2 [If Yes] What was the dispute about? (*Sesosa sa khang ene e le se fe?*) (circle appropriate code)

Source of Dispute	Code
Landholding (ownership) rights	1
Tenancy arrangements	2
Inheritance	3
Boundaries	4
Use	5
Other (<i>Specify</i>)	
Don't Know	9999

E.4.3 Was the dispute resolved? (*Na khang e ile ea rarolloa?*) (circle appropriate code)

Yes 1

No 2

Don't Know 9999

(Go to E.4.10)

(Go to Section E.5)

E.4.4 If Yes, how was the dispute resolved? (*Khang e ile ea rarolloa joang?*) (circle appropriate code)

Mode of dispute resolution	Code
Out of court settlement	1
Through the commercial court	2
Through the court annexed mediation	3
Through the small claims procedures	4
Through the districts land courts	5
Through other courts	6
Other (<i>Specify</i>)	
Don't Know	9999

E.4.5 [If Yes] How long did the dispute take to resolve? (*Haeba khang e ile ea rarolloa e nkile nako e kae ho rarolloa?*)

Number of years

Number of months

Number of Days

Don't Know 9999

E.4.6 What was the total cost incurred from filing the dispute to getting the dispute resolved? (*Khoebo e ile ea senyeheloa ha kae ho rarolla khang eo?*)

M	Don't know (<i>circle code</i>)	9999
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E.4.7 Was there a time when the operations of this enterprise had to stop because of the dispute? (*Na ho bile le nako eo khoebo e ileng ea emisa tšebetso ka lebaka la khang eo?*) (*circle appropriate code*)

Yes <input type="text" value="1"/>	No <input type="text" value="2"/>	Don't know <input type="text" value="9999"/>
(<i>go to Section E.5</i>)		(<i>go to Section E.5</i>)

E.4.8 [If Yes] For how long did the operations of the enterprise stop as a result of the dispute? (*Haeba ho bile joalo e be khoebo e nkile nako e kae e emisitse tšebetso ka lebaka la khang eo?*)

Number of years <input type="text"/>	Number of months <input type="text"/>	Number of Days <input type="text"/>	Don't Know <input type="text" value="9999"/>
(<i>go to Section E.5</i>)			

E.4.9 If the enterprise's operations had to stop as result of the dispute, can you estimate the amount of revenue lost as a result of the dispute? (*Haeba khoebo e ile ea emisa tšebetso ka lebaka la khang eo u ka nkakanyetsa hore na khoebo e ile ea lahleheloa ke bo kae ka lebaka la khang eo?*)

M	Don't Know (<i>circle code</i>)	9999
<i>go to Section E.5</i>		<i>go to Section E.5</i>

E.4.10 [If No] Why has the dispute not been resolved? (*Haeba khang ha e ea ka ea rarolloa hobaneng e sa ka ea rarolloa?*)

Don't Know (<i>circle code</i>) 9999

E.5 Other Commercial Disputes

Interviewer Read Out: Now let us talk about other commercial disputes outside land disputes that relate to the operations of this enterprise and how these might have affected the operations of the enterprise (*Ha re ke re bue ka likhang tse amang khoebo ka kotloloho ntle le tse amang setša kapa sebaka sa tšebetso*)

E.5.1 In the past 12 months, has the enterprise ever had a commercial dispute (outside land disputes) (*Likhoeling tse 12 tse fetileng na khoebo e kile ea e ba le khang e amang tšebetso ka kotloloho ntle le ea setša kapa sebaka sa tšebetso?*) (*circle appropriate code*)

Yes <input type="text" value="1"/>	No <input type="text" value="2"/>	Don't Know <input type="text" value="9999"/>
(<i>Go to Section F</i>)		(<i>Go to Section F</i>)

E.5.2 If Yes, what was the commercial dispute about? (*Haeba ho bile joalo sesosa sa khang ene e le se fe?*)

Source of Dispute:
Don't know (<i>Circle code</i>) 9999

E.5.3 Was the commercial dispute resolved? (*Na khang e ile ea rarolloa?*) (*circle appropriate code*)

Yes <input type="text" value="1"/>	No <input type="text" value="2"/>	Don't Know <input type="text" value="9999"/>
(<i>Go to E.5.10</i>)		(<i>Go to Section F</i>)

E.5.4 If Yes, how was the commercial dispute resolved? (*Khang e ile ea rarolloa joang?*) (*Circle appropriate code*)

Mode of dispute resolution	Code
Out of court settlement	1
Through the commercial court	2
Through the court annexed mediation	3
Through the small claims procedures	4
Through the districts land courts	5
Through other courts	6
Other (<i>Specify</i>)	
Don't Know	9999

E.5.5 [If Yes] How long did the dispute take to resolve? (*Haeba khang e ile ea rarolloa e nkile nako e kae ho rarolloa?*)

Number of years Number of months Number of Days Don't Know

E.5.6 What was the total cost incurred from filing the dispute to getting the dispute resolved? (*Khoebo e ile ea senyeheloa ha kae ho rarolla khang eo?*)

M Don't know (*circle code*)

E.5.7 Was there a time when the operations of this enterprise had to stop because of the unresolved commercial dispute? (*Na ho bile le nako eo khoebo e ileng ea emisa tšebetso ka lebaka la khang eo?*) (*circle appropriate code*)

Yes No Don't know
 (Go to Section F) (Go to Section F)

E.5.8 [If Yes] For how long did the operations of the enterprise stop as a result of the commercial dispute? (*Haeba ho bile joalo e be khoebo e nkile nako e kae e emisitse tšebetso ka lebaka la khang eo?*)

Number of years Number of months Number of Days Don't Know
 (Go to section F)

E.5.9 If the enterprise's operations had to stop as result of the dispute, can you estimate the amount of revenue lost as a result of the commercial dispute? (*Khoebo e ile ea senyeheloa ha kae ho rarolla khang eo?*)

M (*Go to section F*) Don't know (*circle code*) (*Go to section F*)

E.5.10 [If No] Why has the dispute not been resolved? (*Haeba khang ha e ea ka ea rarolloa hobaneng e sa ka ea rarolloa?*)

Don't Know (*circle code*) (*go to E.5.7*)

F. FINANCIAL SERVICES (Litšebeletso tsa lichelete)

Interviewer Read Out: We are now going to ask you about the enterprise's sources of funds and the challenges in accessing such funds (*Ha re ke re bue ka mehloli ea chelete ea khoebo le liphephetso tsa ho fumana chelete ea khoebo*)

F.1.1 What were the three main principal source of **start-up** capital for the enterprise? (*Chelete ea ho qala khoebo e fumanehile ho tsoa kae*) **Interviewer:** Number the sources from 1 upwards according to their order of significance)

Source of Start-up Capital	Enter Number
Own savings	
Loan from family or friends	
Funds offered by family or friends	
Loans from savings clubs	
Loans from employees	
Loans from money lenders	
Loans from formal financial institutions	
Other (<i>Specify</i>)	

F.1.2 In the past financial year, what were the three main sources of **working** capital for the enterprise? (*AK'u mpoelle mehloli e meraro e ka sehlohong ea chelete ea tšebetso ea selemo se fetileng sa lichelete?*) (**Interviewer Note:** Number the sources from 1 upwards according to their order of significance)

Source of working Capital	Enter Number
Own savings	
Internal funds/retained earnings	
Loan from family or friends	
Funds offered by family or friends	
Loans from savings associations	
Loans from employees	
Loans from money lenders)	
Loans from formal financial institutions	
Other (<i>Specify</i>)	

F.1.3. Does the enterprise currently have a business loan from a financial institution? (*Ha ha joale na khoebo ee e na le moo e alimileng chelete teng?*) (*circle appropriate code*)

Yes No Don't Know
 (go to section F.1.8b) (go to section F.2)

F.1.4. If Yes, which financial institution granted this loan? (*Khoebo e alimile chelete kae?*) (*circle appropriate code*)

Financial Institution	Code
Standard Lesotho Bank	1
First National Bank	2
Nedbank	3
Lesotho Post Bank	4
Boliba Savings and Credit	5
Metropolitan Insurance	6
Alliance Insurance	7
Lesotho National Insurance Group	8
Mammoth Financial Services	9
Other (<i>Specify</i>)	

F.1.5. If the enterprise has a current loan, when did it apply for it? (*Kopo ea kalimo ea chelete e entsoe neng?*)

Year Month

F.1.6. How long did it take to secure the loan from the day of application? *(Ho nkile nako e kae hore kopo e amoheloe ho tloha mohla letsatsi la kopo?) (circle appropriate code)*

Wait for loan	Code
Less than a week	1
Between a week and one month	2
Between one month and six months	3
Over six months	4
Still in process	5
Application denied	6
Don't know	9999

F.1.7. Referring to the current loan, did the financial institution require collateral? *(Na ho amoheloa ha kopo ho ile ha hloka hore ho behoe letho paneng?) (circle appropriate code)*

Yes No Don't Know

F.1.8a. [If *the financial institution required collateral*], what type of collateral was required? *(Haeba ho bile joalo ebile peheletso ea mofuta o fe?) (circle appropriate code)*

Type of Collateral	Code
Land under lease rights,	1
Buildings under ownership of the enterprise	2
Machinery, equipment and other movables	3
Accounts receivable and inventories	4
Personal assets of owner (house etc)	5
Insurance policy	6
Other (<i>Specify</i>)	

F.1.8b Has the enterprise ever applied for a loan/credit before? *(Na khoebo e kile ea etsa kopo ea kalimo ea chelete pele ho moo?) (circle appropriate code)*

Yes No Don't Know
 (go to F.1.8d) (go to F.1.9)

F.1.8c If Yes, did the enterprise obtain the loan/credit? *(Haeba ho joalo, na khoebo e ile ea atleha?) (circle appropriate code)*

Yes No Don't Know
 (Go to F.1.9) (Ask F.1.8d) (Go to F.1.9)

F.1.8d If No, why did the enterprise not obtain the loan/credit? *(Ha ho se joalo, lebaka e bile le feng?)*

F.1.9 How would you rate access to finance in relation to the operations of this enterprise? *(U ka reng ka litšebeliso tsa kalimo ea lichelete ho tsoa libankeng?) (Circle appropriate code)*

Poor Fair Good Very Good Don't know

F.2 Credit Bureau(Setsi sa taolo ea mekitlane)

Interviewer Read out: *In this section we will be talking to you about an organization called the “Credit Bureau” (Ha re bue ka setsi sa taolo ea mekitlane)*

F.2.1 What is your understanding of a Credit Bureau? (*U utloisisa eng ka setsi sa taolo ea mekitlane?*) (circle appropriate codes) [Interviewer: Multiple responses possible]

Understanding of the Credit Bureau	Code
An organization that keeps the consumers credit history	1
An organization that uses the consumer’s credit records to rate their credit worthiness	2
An organization that provides consumers with a copy of their credit reports on demand	3
An organization that makes available consumers credit history to providers of credit	4
Other (<i>Specify</i>)	
Don't know	9999

F.2.2 Have you heard about the establishment of a Credit Bureau in Lesotho? (*U kile oa utloa ka ho thehoa ha setsi sa taolo ea mekitlane Lesotho?*) (Circle appropriate code)

Yes No (go to Section G)

F.2.3 If Yes, from which source(s) did you hear about the establishment of the Credit Bureau in Lesotho? (*Haeba ho joalo u utloile kae?*) (Circle appropriate code) [Interviewer: Multiple responses possible]

Source	Code
Radio	1
Television	2
Newspaper advertorials	3
Pitso’s	4
MCA-Lesotho trainings, campaigns and other forms of communication	5
Other (<i>Specify</i>)	

F.2.4 Will you register with the Credit Bureau to access its services once is established in Lesotho? (*Na u tla ngolisa le setsi sa taolo ea mekitlane ha se se se thehiloe Lesotho?*) (Circle appropriate code)

Yes No Don't Know

G. CRIME

Interviewer Read Out: *We are now going to ask you about the enterprise’s experiences about business related crime (Ha re bue ka litlolo tsa molao tse amang khoebo)*

G.1 Has the enterprise experienced any business related crime in the past 12 months? (*Likhoeling tse 12 na ho kile ha eba le litlolo tsa molao khoepong ee?*) (Circle appropriate code)

Yes No Don't Know

(Go to Section H) (Go to Section H)

G.2 [If [the enterprise experienced business related crime], which type(s) of crime did the enterprise experience in the past 12 months?

Type of Crime	Code
Theft	1
Robbery	2
Vandalism	3
Arson	4
Murder	5
Other (<i>Specify</i>)	
Don't know	9999

G.3 How would you rate the impact of crime in relation to the annual costs of the enterprise? (*U ka reng ka tšitiso e bakoang ke litlolo tsa molao khoepong?*) (circle appropriate code)

Crime	None	Little	High	Don't know
Theft	1	2	3	9999
Robbery	1	2	3	9999
Vandalism	1	2	3	9999
Arson	1	2	3	9999
Murder	1	2	3	9999
Other (<i>Specify</i>)	1	2	3	9999

H INVESTMENT CLIMATE (Maemo a ho etsa letsete la khoebo)

Interviewer Read Out: We are now going to ask you about obstacles that affect the enterprise's operations and growth. *(Ha re bue ka litšitiso tšebetsong le kholong ea khoebo)*

H.1 Several obstacles affect the operation and growth of enterprises in Lesotho, please state three obstacles that you think are currently the biggest problems affecting this enterprise beginning with the worst of all three. *(Interviewer: Let respondent mention the most serious obstacle first) (Ak'u mpoelle litšitiso tse tharo tse ka sehlohong tšebetsong le kholong ea khoebo Lesotho)*

Obstacle	Code
	1=1 st Most serious 2= 2 nd Most serious 3= 3 rd Most serious
Access to finance (availability and cost)	
Access to land	
Business licensing and permits	
Corruption	
Courts	
Crime, theft and disorder	
Customs and trade regulations	
Electricity	
Water	
Telephone	
Cell phone	
Inadequately educated workforce	
Labor regulations	
Political instability	
Tax administration	
Tax rates	
Transportation of goods, supplies, and inputs	
Other <i>(Specify)</i>	

I. HEALTH OF THE WORK FORCE (BOPHELO BA BASEBETSI)

Interviewer Read Out: We are now going to ask you about issues that relate to health of the enterprise's workers. *(Ha re ke re bue ka bophelo ba basebetsi khoebong ena)*

I.1a In the past 12 months have the workers in this enterprise had any injuries? *(Likhoeling tse 12 tse fetileng, na ho kile ha eba le basebetsi ba bang le likotsi ba le mosebetsing khoebong ee?)*

Yes No Don't Know
(Ask I.1b) (Go to I.2) (go to I.2)

I.1b In the past 12 months, how many workers were injured on the job? *(Haeba ho bile joalo, ke basebetsi ba ba kae ba ileng ba hlaheloa ke kotsi?)*

Number of Workers Don't Know *(circle code)*

I.2 Does the enterprise have insurance in the event of occupational injury? *(Na khoebo e na le insurance ba keng sa likotsi tse hlahelang basebetsi mosebetsing?) (circle appropriate code)*

Yes No Don't Know

I.3 Does the enterprise have policies related to the following? *(Na khoebo e na le maano a amanang le tse latelang?) (Tick appropriate box)*

Policy	Yes	No	Don't know
Rehabilitation <i>(Tlhabollo)</i>	1	2	9999
HIV and AIDS	1	2	9999
Occupational health, safety and security <i>(Bophelo, paballeho le tšireletso)</i>	1	2	9999
Maternity/paternity <i>(Matsatsi a phomolo a setsoetse)</i>	1	2	9999
Sexual harassment <i>(Tlheketso ka motabo)</i>	1	2	9999
Conflict resolution and management <i>(Tharollo ea Liqabang)</i>	1	2	9999
Discipline <i>(Khalemo)</i>	1	2	9999
Leave entitlement <i>(Matsatsi a phomolo)</i>	1	2	9999
Child care support <i>(Tlhokomelo ea masea)</i>	1	2	9999
Other <i>(Specify)</i>	1	2	9999

I.4 On average how many days in a week do full time permanent workers work? *(Ka kakaretso matsatsi a tšebetso ka beke a ma kae?)*

Days

I.5 On average how many hours in a day do full time permanent workers work? *(Ka kakaretso lihora tsa tšebetso ka letsatsi li kae?)*

Hours

I.6 On average how many hours of break do workers have in a day? *(Lihora tsa khfutso/phomolo ka letsatsi li kae?)*

Hours

I.7 Does the enterprise facilitate access of its workers to services provided by the following officers? *(Na basebetsi ba fumana litšebetso tse latelang) (Circle appropriate code)*

Officers	Yes	No	Don't Know
Health and safety officer	1	2	9999
Counsellor	1	2	9999
Social worker	1	2	9999
Occupational nurse	1	2	9999

I.8 In the past 12 months, how many days were lost to sick leave by workers in this enterprise? *(Likhoeling tse 12 tse fetileng, matsatsi a tšebetso a lahlehileng ka lebaka la bokuli ba basebetsi a bile ma kae?)*

Days

I.9 Does the enterprise have any educational programmes/activities about HIV and AIDS for workers? *(Na khoebo e na le manane-thuto a HIV and AIDS molemong oa basebetsi?) (circle appropriate code)*
 Yes 1 No 2 Don't Know 9999

I.10 Does the enterprise offer voluntary testing and counseling (VCT) to its workers? *(Na khoebo e fana ka litšebetso tsa tlhatlhobo le tlhabollo e sa tlameng ho basebetsi ka HIV and AIDS?) (circle appropriate code)*
 Yes 1 No 2 Don't Know 9999

I.11 Does the enterprise provide Anti-retroviral drugs (ARVs) to its workers? *(Na khoebo e fana ka liARV ho basebetsi?) (Circle appropriate code)*
 Yes 1 No 2 Don't Know 9999

I.12 Do workers have access to safe drinking water on the premises of the enterprise? *(Na basebetsi ba na le metsi a hloekileng a nooang mosebetsing?) (Circle appropriate code)*
 Yes 1 No 2 Don't Know 9999

I.13 Do workers have toilet facilities within the premises of the enterprise? (*Na basebetsi ba na le matloana mosebetsing?*) (Circle appropriate code)

Yes

No

Don't Know

I.14 If Yes, what type of toilet facilities do they have? (*Haeba ho joalo, ke matloana a mofuta o fe?*) (Circle appropriate code)

Toilet	Code
Flush toilet	1
VIP toilet	2
Pit latrine	3
Other (<i>Specify</i>)	

END INTERVIEW

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

A.14 CONTROL INFORMATION

Please complete the following information about the respondents

	Position in the firm	Years with the firm	Gender
Main respondent			
Second respondent			
Third Respondent			

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

Attempt	Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
1					
2					
3					

INTERVIEWER PLEASE ANSWER AT END OF INTERVIEW:

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

Perception	Code
Truthful	1
Somewhat truthful	2
Not truthful	3

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

Responses	Code
Are taken directly from enterprise records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

INTERVIEWER COMMENTS:

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

	Code
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

A.19 Non Response

	Code
Complete refusal	1
Respondent refused to answer some questions (Questionnaire partially completed)	2

A.20 If option 2 or 3 in A.18, estimate duration of the whole interview.

Hour	Minutes

A.21 Activity Log

Activity	Check 'Yes' when activity completed		Date
	Yes	No	
Interview	Yes	No	
Field Revision	Yes	No	
Office Revision	Yes	No	
Cleaning	Yes	No	
Post-Coding	Yes	No	
Ready for Data Entry	Yes	No	
Data Entered	Yes	No	
Data Entry Specialist	Signature _____		