

Zambia - Threshold Performance Evaluation 2009-2010

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Sampling

Sampling Procedure

Baseline Survey: Face-to-Face interviews of recent clients identified from lists provided by the agency.

Evaluation Survey: Randomly selected through an exit survey at each of the relevant customer service centers; CACP interviews were from a list provided by ZRA.

Deviations from Sample Design

The survey instruments and contact information of the surveyed firms was not included in the final report, making it impossible to conduct follow-up evaluations using the same methodology. For these reasons, it was not possible to replicate the baseline instrument for use in the evaluation, although questions were included on similar topics including time to receive completed certifications, perceptions relating to corruption, etc.

Questionnaires

Overview

1. Immigration Household Level Questionnaire
2. PACRO Bulk Filer Questionnaire
3. PACRO Firm Level Questionnaire
4. Customs Accredited Client Questions

Data Collection

Data Collection Dates

Start	End	Cycle
2009	2010	N/A

DATA COLLECTION NOTES

Data collection methodologies included key informant interviews, document review, and small-scale survey work.

Data Collectors

Name	Abbreviation	Affiliation
RuralNet Associates Limited	RuralNet	

Data Processing

No content available

Data Appraisal

No content available

File Description

Variable List

Immigration Household Data Set

Content

Cases 35

Variable(s) 46

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V1	id	Respondent ID	contin	numeric	
V2	Q2	Q2a: Resident of	discrete	numeric	
V3	Q3	Q3a: For your recent transaction with Immigration did you	discrete	numeric	
V4	Q4	Q4a: If you used a notary or agent, what was your reason for not applying in per	discrete	numeric	
V5	Q5	Q5: If you selected "too time consuming" or "too confusing", please explain why	discrete	character	
V6	Q6	Q6: How much did you pay the agent to conduct the transaction on your behalf (Kw	discrete	numeric	
V7	Q7	Q7a: Operations you completed recently with Immigration	discrete	numeric	
V8	Q8	Q8a: Source of information on how to apply	discrete	numeric	
V9	Q9A	Q9a: Were the instructions clear	discrete	numeric	
V10	Q9B	Q9b: Please explain	discrete	character	
V11	Q10A	Q10a: Did the instructions correspond to the actual process that was followed?	discrete	numeric	
V12	Q10B	Q10b: Please explain	discrete	character	
V13	Q11	Q11: How long did it take to complete your transaction with immigration (countin	discrete	numeric	
V14	Q12	Q12: Did this time correspond to the amount of time you were told it would take?	discrete	numeric	
V15	Q13	Q13: Number of days	discrete	numeric	
V16	Q14	Q14: Did the time you were told it would take correspond to the time in the Immi	discrete	numeric	
V17	Q15	Q15: Did you have to make multiple visits to Immigration in order to check on th	discrete	numeric	
V18	Q16	Q16: If yes, how many visits in total did you make to Immigration before picking	discrete	numeric	
V19	Q17	Q17: Were you at any point in the process, asked to meet a staff member in a pri	discrete	numeric	
V20	Q18	Q18: If yes, please explain	discrete	character	
V21	Q19	Q19: Did the amount you paid for your document(s) correspond to the written noti	discrete	numeric	
V22	Q20	Q20: If not, how much did you pay in kwacha?	discrete	numeric	
V23	Q21	Q21: How would you rate your experience at Immigration in terms of staff courtes	discrete	numeric	
V24	Q22	Q22: How would you rate your experience at Immigration in terms of waiting time	discrete	numeric	
V25	Q23	Q23: How would you rate your experience at Immigration in terms of processing ti	discrete	numeric	
V26	Q24	Q24: How would you rate your experience at Immigration in terms of the comfort o	discrete	numeric	
V27	Q25A	Q25a: Some government offices have a poor reputation of requiring extra payment	discrete	numeric	
V28	Q25B	Q25b: Please explain	discrete	character	

ID	Name	Label	Type	Format	Question
V29	Q26	Q26: Are you familiar with Immigration's Customer Service Charter	discrete	numeric	
V30	Q27	Q27: If yes, do you think the Charter has been helpful to you in better understa	discrete	numeric	
V31	Q28	Q28: Was this the first time that you had applied at Immigration?	discrete	numeric	
V32	Q29	Q29: If you had applied at Immigration before, what year was this in?	discrete	numeric	
V33	Q30	Q30: When you applied last time, did you hire an agent to file on your behalf?	discrete	numeric	
V34	Q31	Q31: If you had interacted with Immigration before, how would you compare the ti	discrete	numeric	
V35	Q32	Q32: How would you compare the quality of customer care on your recent visit com	discrete	numeric	
V36	Q33	Q33a: How would you compare the level of corruption on your recent visit compare	discrete	numeric	
V37	Q33B	Q33b: Please explain	discrete	character	
V38	Q34	Q34a: How to apply at Immigration	discrete	numeric	
V39	Q35	Q35a: Contacted Immigration to complain (Amount of paperwork required as part of	discrete	numeric	
V40	Q36	Q36a: How did you lodge your complaint or suggestion? (Suggestion box at the off	discrete	numeric	
V41	Q37A	Q37a: Was Immigration responsive to your concern?	discrete	numeric	
V42	Q37B	Q37b: Please explain	discrete	character	
V43	Q38	Q38: If yes, how soon did they respond to your concern?	discrete	numeric	
V44	Q39	Q39a: How did they contact you?	discrete	numeric	
V45	Q40	Q40a: If you have not lodged a complaint with Immigration, why not?	discrete	numeric	
V46	Q41	Q41: Do you have additional comments you would like to share with us for our eva	discrete	character	

Lands Bulk Filer Matrix

Content

Cases 39

Variable(s) 6

Structure Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V47	respndid	Respondent id	discrete	numeric	
V48	Q8TRANS	Q8a: Type of transactions	discrete	numeric	
V49	days	Q8c: How long did it take to complete your transactionwith Lands or how long hav	discrete	numeric	
V50	Q9	Q9: Did this correspond to the amount of time you were told it would take	discrete	numeric	
V51	Q10	Q10: If not, how many days were you told it would take	discrete	numeric	
V52	Q11	Q11: Did the time you were told it would take correspond to the time in the Mini	discrete	numeric	

Lands Bulk Filer Question 6

Content

Cases 43

Variable(s) 2

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V53	respndid	Respondent Id	discrete	numeric	
V54	Q6A	Q6a: What kind of transactions are you mostly hired for	discrete	numeric	

Lands Bulk Filer

Content

Cases 19

Variable(s) 34

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V55	respndid	Respondent Id	discrete	numeric	
V56	Q2	Q2: How many years has your company been in operation	discrete	numeric	
V57	Q3	Q3: Are your clients mostly	discrete	numeric	
V58	Q4A	Q4: Are your clients mostly locates in	discrete	numeric	
V59	Q5	Q5: What is the total number of cases lodged in per month	discrete	numeric	
V60	Q7	Q7: Do you mostly apply	discrete	numeric	
V61	Q12	Q12: Do you or your staff members have to make multiple visits to Lands in order	discrete	numeric	
V62	Q13A	Q13a: If yes, on average how many visits in total did you or your staff have to	discrete	numeric	
V63	Q13B	Q13b: If yes, on average how many visits in total did you or your staff have to	discrete	numeric	
V64	Q13C	Q13c: If yes, on average how many visits in total did you or your staff have to	discrete	numeric	
V65	Q14	Q14: Are you able to handle your transaction through the Customer Service Centre	discrete	numeric	
V66	Q15	Q15: Is your company ever asked for extra money to speed up/expedite the registr	discrete	numeric	
V67	Q16A	Q16a: Some government offices have a poor reputation of requiring tips or bribes	discrete	numeric	
V68	Q16B	Q16b: Comments regarding a poor reputation of requiring tips or bribes to obtain	discrete	character	
V69	Q17	Q17: Are you familiar with Ministry of Land's Customer Service Charter	discrete	numeric	
V70	Q18	Q18: If yes, do you think the Charter has been helpful to you in better understa	discrete	numeric	
V71	Q19	Q19a: How would you compare the time it takes to process applications now with b	discrete	numeric	
V72	Q19B	Q19b: Comments regarding the time it takes to process applications	discrete	character	
V73	Q20A	Q20a: How would you compare the quality of customer care now with before the cha	discrete	numeric	
V74	Q20B	Q20b: Comments regarding the quality of customer care	discrete	character	
V75	Q21A	Q21a: How would you compare the level of corruption now with before the changes	discrete	numeric	
V76	Q21B	Q21b: Please explain	discrete	character	
V77	Q22A	Q22a: Overall, would you say that dealing with Ministry of Lands now is	discrete	numeric	
V78	Q22B	Q22b: Comments regarding dealing with Mlnistry of Lands	discrete	character	
V79	Q23	Q23: Have you ever contacte Lands with a complaint?	discrete	numeric	
V80	Q24A	Q24a: If you have not lodged a complaint with Lands, why not	discrete	numeric	
V81	Q25	Q25a: If yes, what was your complaint about	discrete	numeric	

ID	Name	Label	Type	Format	Question
V82	Q25B	Q25b: Specify the other complaint	discrete	character	
V83	Q26A	Q26a: How did you lodge your complaint or suggestion?	discrete	numeric	
V84	Q27A	Q27a: Was Lands responsive to your concern	discrete	numeric	
V85	Q27B	Q27b: Comment	discrete	character	
V86	Q28	Q28: If yes, how soon did they respond to your concern	discrete	numeric	
V87	Q29	Q29: How did they contact you?	discrete	numeric	
V88	Q30	Q30: Do you have additional comments you would like to share with us for evaluat	discrete	character	

Lands Households Matrix

Content

Cases 43

Variable(s) 6

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V89	respoid	Respondent id	contin	numeric	
V90	Q11TRANS	Q11a: Type of transactions	discrete	numeric	
V91	Q11C	Q11c: Number of days taken	discrete	numeric	
V92	Q12	Q12: Did this correspond to the amount of time you were told it would take	discrete	numeric	
V93	Q13	Q13: If not, how many days were you told it would take	discrete	numeric	
V94	Q14	Q14: Did the time you were told it would take correspond to the time in the Mini	discrete	numeric	

Lands Households Question 7

Content

Cases 43

Variable(s) 3

Structure Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V95	respoid	Respondent id	contin	numeric	
V96	Q7A	Q7a: Transactions trying to be completed with the Ministry of lands	discrete	numeric	
V97	Q7F	Q7f: Transactions completed with the Ministry of lands	discrete	numeric	

Lands Households

Content

Cases 37

Variable(s) 40

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V98	respoid	Respondent id	contin	numeric	
V99	Q2A	Q2: Resident of	discrete	numeric	
V100	Q3A	Q3a: For your transaction today with Ministry of Lands are you	discrete	numeric	
V101	Q8A	Q8a: What was your source of information on how to register or pay?	discrete	numeric	
V102	Q9A	Q9a: Were the instructions	discrete	numeric	
V103	Q9B	Q9b: Please explain	discrete	character	
V104	Q10A	Q10a: Did the instructions correspond to the actual process that was followed	discrete	numeric	
V105	Q10B	Q10b: Please explain	discrete	character	
V106	Q15A	Q15a: Have you had to make multiple visits to Ministry of Lands in order to chec	discrete	numeric	
V107	Q15B	Q15b: If yes, how many visits in total did you make to Ministry of Lands before	discrete	numeric	
V108	Q16	Q16: Have any of your documents or your file been lost during the process	discrete	numeric	
V109	Q17	Q17: Were you at any point in the process, asked to meet a staff member privatel	discrete	numeric	
V110	Q18	Q18: If yes please explain	discrete	character	
V111	Q19	Q19: Did the amount you paid for your certificate correspond to the written noti	discrete	numeric	
V112	Q20	Q20: If not, how much did you pay? (Kwacha)	discrete	numeric	
V113	Q21	Q21: How would you rate your experience at Ministry of Lands in terms of staff c	discrete	numeric	
V114	Q22	Q22: How would you rate your experience at Ministry of Lands in terms waiting ti	discrete	numeric	
V115	Q23	Q23:How would you rate your experience at Ministry of Lands in terms of processi	discrete	numeric	
V116	Q24	Q24: How would you rate your experience at Ministry of Lands in terms of the com	discrete	numeric	
V117	Q25A	Q25a: Some government offices have a poor reputation of requiring extra payment	discrete	numeric	
V118	Q25B	Q25b: Please explain	discrete	character	
V119	Q26	Q26: Are you familiar with Land's Customer Service?	discrete	numeric	
V120	Q27	Q27: If yes, do you think the Charter has been helpful to you in better understa	discrete	numeric	
V121	Q28	Q28: Is this the first time that you have applied at Ministry of Lands	discrete	numeric	
V122	Q29	Q29: If you had applied at MInistry of Lands before, what year was this in?	discrete	numeric	
V123	Q30	Q30: If you had interacted with Ministry of Lands before, how would you compare	discrete	numeric	
V124	Q31	Q31: How would you compare the quality of customer care on your recent visit com	discrete	numeric	

ID	Name	Label	Type	Format	Question
V125	Q32A	Q32a: How would you compare the level of corruption on your recent visit compare	discrete	numeric	
V126	Q32B	Q32b: Please explain	discrete	character	
V127	Q33A	Q33a: Heard about how to register at Ministry of Lands through any of the follow	discrete	numeric	
V128	Q34A	Q34a: Have you ever contacted Ministry of Lands to complain about?	discrete	numeric	
V129	Q35A	Q35a: How did you lodge your complaint or suggestion	discrete	numeric	
V130	Q35B	Q35b: Other means of lodging complaint	discrete	character	
V131	Q36A	Q36a: Was Ministry of Lands responsive to your concen	discrete	numeric	
V132	Q36B	Q36b: please explain	discrete	character	
V133	Q37	Q37: If yes, how soon did they respond to your concern	discrete	numeric	
V134	Q38A	Q38a: How did they contact you?	discrete	numeric	
V135	Q39	Q39a: If you have not lodged a compalint with Lands, why not?	discrete	numeric	
V136	Q39B	Q39b: Other reason for not lodging a complaint with Lands	discrete	character	
V137	Q40	Q40: Do you have additional comments you would like to share with us for our eva	discrete	character	

PACRO Bulk Filer Question 6

Content

Cases 85

Variable(s) 3

Structure Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V138	id	Respondent ID	discrete	numeric	
V139	Q6A	Q6a: Kinds of transations mostly hired for1	discrete	numeric	
V140	Q6B	Qb: Other transactions hired for	discrete	character	

PACRO Bulk Filer

Content

Cases	16
Variable(s)	34
Structure	Type: Keys: ()
Version	
Producer	
Missing Data	

Variables

ID	Name	Label	Type	Format	Question
V141	id	Respondent ID	discrete	numeric	
V142	Q2	Q2a: Are you a (type of filer)	discrete	numeric	
V143	Q3	Q3: How many years company has been in operation	discrete	numeric	
V144	Q4	Q4a: Are your clients mostly (type of clients)	discrete	numeric	
V145	Q5	Q5a: Where are clients mostly located?1	discrete	numeric	
V146	Q7	Q7a: Do you mostly apply (means of registration)	discrete	numeric	
V147	Q8BUSIN	Q8a: Average number of days to complete transaction (Business name)	discrete	numeric	
V148	Q8INCORP	Q8b: Average number of days to complete transaction (Incorporation)	discrete	numeric	
V149	Q8OTHER	Q8c: Other transaction	discrete	character	
V150	Q8D	Q9d: Average number of days to complete transaction (Other)	discrete	numeric	
V151	Q9	Q9: Do you or your staff members have to make multiple visits in order to check	discrete	numeric	
V152	Q10	Q10: If yes, on average how many visits in total are made before certificates ar	discrete	numeric	
V153	Q11	Q11: Is your company ever asked for extra money to speed up registration?	discrete	numeric	
V154	Q12A	Q12a: Some government offices have a poor reputation of requiring tips to obtain	discrete	numeric	
V155	Q12B	Q12b: Comments	discrete	character	
V156	Q13A	Q13a: How would you compare the time it takes to process your applications now w	discrete	numeric	
V157	Q13B	Q13b: Comment	discrete	character	
V158	Q14A	Q14a: How would you compare the quality of customer care now with before the cha	discrete	numeric	
V159	Q14B	Q14b: Comment	discrete	character	
V160	Q15A	Q15a: How would you compare the level of corruption now with before the changes?	discrete	numeric	
V161	Q15B	Q15b: Please explain	discrete	character	
V162	Q16A	Q16a: Overall experience with PACRO now	discrete	numeric	
V163	Q16B	Q16b: Comment	discrete	character	
V164	Q17	Q17: Have you ever contacted PACRO with a complaint?	discrete	numeric	
V165	Q18A	Q18a: If you have not lodged a complaint with PACRO, why not?	discrete	numeric	
V166	Q19A	Q19a: If yes, what was complaint about?	discrete	numeric	

ID	Name	Label	Type	Format	Question
V167	Q19C	Q19c: Other complaint	discrete	character	
V168	Q20A	Q20a: How did you lodge your complaint or suggestion?1	discrete	numeric	
V169	Q21A	Q21a: Was PACRO responsive to your concern?	discrete	numeric	
V170	Q21B	Q21b: Comment	discrete	character	
V171	Q22	Q22: If yes, how soon did they respond to your concern?	discrete	numeric	
V172	Q23A	Q23a: How did they contact you?1	discrete	numeric	
V173	Q24A	Q24a: Do you have additional comments you would like to share with us for our ev	discrete	numeric	
V174	Q24B	Q24b: Comment	discrete	character	

PACRO Firm level survey

Content

Cases 40

Variable(s) 48

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V175	id	Respondent ID	contin	numeric	
V176	Q2	Q2: Position of respondent	discrete	character	
V177	Q3	Q3a: Sector	discrete	numeric	
V178	Q4	Q4: Form of ownership	discrete	numeric	
V179	Q5	Q5a: Where is the headquarters of the company you are registering	discrete	numeric	
V180	Q6	Q6: What is your company's annual turnover	discrete	numeric	
V181	Q7	Q7: Number of employees	discrete	numeric	
V182	Q8	Q8: At which PACRO branch was your application lodged	discrete	numeric	
V183	Q9A	Q9a: Operations you completed recently with PACRO	discrete	numeric	
V184	Q9B	Q9b: Operations you completed recently with Immigration (Other requests made)	discrete	character	
V185	Q10A	Q10a: Source of information on how to register	discrete	numeric	
V186	Q11A	Q11a: Were the instructions clear	discrete	numeric	
V187	Q11B	Q11b: Please explain	discrete	character	
V188	Q12A	Q12a: Did the instructions correspond to the actual process that was followed?	discrete	numeric	
V189	Q12B	Q12b: Please explain	discrete	character	
V190	Q13	Q13: How long did it take to complete your transaction with immigration (countin	discrete	numeric	
V191	Q14	Q14: Did this time correspond to the amount of time you were told it would take?	discrete	numeric	
V192	Q15	Q15: Did you have to make multiple visits to PACRO in order to check on the prog	discrete	numeric	
V193	Q16	Q16: If yes, how many visits in total did you make to PACRO before picking up th	discrete	numeric	
V194	Q17	Q17: Were you at any point in the process, asked to meet a staf member in a priv	discrete	numeric	
V195	Q18	Q18: If yes, please explain	discrete	character	
V196	Q19	Q19: Did the amount you paid for your certificate(s) correspond to the written n	discrete	numeric	
V197	Q20	Q20: If not how much did you pay?	discrete	numeric	
V198	Q21	Q21: How would you rate your experience at PACRO in terms of staff courtesy and	discrete	numeric	
V199	Q22	Q22: How would you rate your experience at PACRO in terms of waiting time to be	discrete	numeric	
V200	Q23	Q23: How would you rate your experience at PACRO in terms of processing time to	discrete	numeric	
V201	Q24	Q24: How would you rate your experience at PACRO in terms of the comfort of the	discrete	numeric	
V202	Q25A	Q25a: Some government offices have a poor reputation of requiring extra payment	discrete	numeric	

ID	Name	Label	Type	Format	Question
V203	Q25B	Q25b: Please explain	discrete	character	
V204	Q26	Q26: Was this the first time that you had applied at PACRO?	discrete	numeric	
V205	Q27	Q27: If you had applied at PACRO before, what year was this in?	discrete	numeric	
V206	Q28	Q28: During your last transation with PACRO did you use an agent	discrete	numeric	
V207	Q29	Q29: If you used a notary or agent, what was your reason for not applying in per	discrete	numeric	
V208	Q30	Q30: If you selected "too time consuming or "too confusing", please explain why	discrete	character	
V209	Q31	Q31: How much did you pay the agent to conduct the transaction on your behalf (K	discrete	numeric	
V210	Q32	Q32: How would you compare the time it took to process your application on your	discrete	numeric	
V211	Q33	Q33: How would you compare the quality of customer care on your recent visit com	discrete	numeric	
V212	Q34A	Q34a: How would you compare the level of corruption on your recent visit compare	discrete	numeric	
V213	Q34B	Q34b: Please explain	discrete	character	
V214	Q35A	Q35a: Heard about PACRO through	discrete	numeric	
V215	Q36A	Q36a: Contacted PACRO to complain (Amount of paperwork required as part of the a	discrete	numeric	
V216	Q37	Q37: How did you lodge your complaint or suggestion? (Suggestion box at the offi	discrete	numeric	
V217	Q38A	Q38a: Was PACRO responsive to your concern?	discrete	numeric	
V218	Q38B	Q38b: Please explain	discrete	character	
V219	Q39	Q39: If yes, how soon did they respond to your concern?	discrete	numeric	
V220	Q40A	Q40a: How did they contact you?	discrete	numeric	
V221	Q41A	Q41a: If you have not lodged a complaint with PACRO, why not?	discrete	numeric	
V222	Q42	Q42: Do you have additional comments you would like to share with us for our eva	discrete	character	

PACRO Livingstone

Content

Cases 15

Variable(s) 47

Structure Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V223	id	Respondent ID	discrete	numeric	
V224	Q2	Q2: Position of respondent	discrete	character	
V225	Q3A	Q3: Sector	discrete	numeric	
V226	Q4	Q4: Form of ownership	discrete	numeric	
V227	Q5A	Q5: Where is the headquarters of the company you are registering	discrete	numeric	
V228	Q6	Q6: What is your company's annual turnover	discrete	numeric	
V229	Q7	Q7: Number of employees	discrete	numeric	
V230	Q8	Q8: At which PACRO branch was your application lodged	discrete	numeric	
V231	Q9A	Q9: Operations you completed recently with PACRO	discrete	numeric	
V232	Q10A	Q10: Source of information on how to register	discrete	numeric	
V233	Q11A	Q11a: Were the instructions clear	discrete	numeric	
V234	Q11B	Q11b: Please explain	discrete	character	
V235	Q12A	Q12a: Did the instructions correspond to the actual process that was followed?	discrete	numeric	
V236	Q12B	Q12b: Please explain	discrete	character	
V237	Q13	Q13: How long did it take to complete your transaction with immigration (countin	discrete	numeric	
V238	Q14	Q14: Did this time correspond to the amount of time you were told it would take?	discrete	numeric	
V239	Q15	Q15: Did you have to make multiple visits to PACRO in order to check on the prog	discrete	numeric	
V240	Q16	Q16: If yes, how many visits in total did you make to PACRO before picking up th	discrete	numeric	
V241	Q17	Q17: Were you at any point in the process, asked to meet a staf member in a priv	discrete	numeric	
V242	Q18	Q18: If yes, please explain	discrete	character	
V243	Q19	Q19: Did the amount you paid for your certificate(s) correspond to the written n	discrete	numeric	
V244	Q20	Q20: If not how much did you pay?	discrete	numeric	
V245	Q21	Q21: How would you rate your experience at PACRO in terms of staff courtesy and	discrete	numeric	
V246	Q22	Q22: How would you rate your experience at PACRO in terms of waiting time to be	discrete	numeric	
V247	Q23	Q23: How would you rate your experience at PACRO in terms of processing time to	discrete	numeric	
V248	Q24	Q24: How would you rate your experience at PACRO in terms of the comfort of the	discrete	numeric	
V249	Q25A	Q25a: Some government offices have a poor reputation of requiring extra payment	discrete	numeric	
V250	Q25B	Q25b: Please explain	discrete	character	

ID	Name	Label	Type	Format	Question
V251	Q26	Q26: Was this the first time that you had applied at PACRO?	discrete	numeric	
V252	Q27	Q27: If you had applied at PACRO before, what year was this in?	discrete	numeric	
V253	Q28	Q28: During your last transation with PACRO did you use an agent	discrete	numeric	
V254	Q29A	Q29: If you used a notary or agent, ehat was your reason for not applying in per	discrete	numeric	
V255	Q30	Q30: If you selected "too time consuming or "too confusing", please explain why	discrete	character	
V256	Q31	Q31: How much did you pay the agent to conduct the transaction on your behalf (K	discrete	numeric	
V257	Q32	Q32: How would you compare the time it took to process your application on your	discrete	numeric	
V258	Q33	Q33: How would you compare the quality of customer care on your recent visit com	discrete	numeric	
V259	Q34A	Q34a: How would you compare the level of corruption on your recent visit compare	discrete	numeric	
V260	Q34B	Q34b: Please explain	discrete	character	
V261	Q35A	Q35: Heard about PACRO through	discrete	numeric	
V262	Q36A	Q36: Contacted PACRO to complain (Amount of paperwork required as part of the ap	discrete	numeric	
V263	Q37A	Q37: How did you lodge your complaint or suggestion? (Suggestion box at the offi	discrete	numeric	
V264	Q38A	Q38: Was PACRO responsive to your concern?	discrete	numeric	
V265	Q38B	Q38: Please explain	discrete	character	
V266	Q39	Q39: If yes, how soon did they respond to your concern?	discrete	numeric	
V267	Q40A	Q40: How did they contact you?	discrete	numeric	
V268	Q41A	Q41: If you have not lodged a complaint with PACRO, why not?	discrete	numeric	
V269	Q42	Q42: Do you have additional comments you would like to share with us for our eva	discrete	character	

ZRA CACP data set

Content

Cases 9

Variable(s) 63

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V270	qid	Questionnaire ID	discrete	numeric	
V271	Q2	Type of Industry	discrete	character	
V272	Q5A	Primary borders crossing	discrete	numeric	
V273	Q5B	Other primry border crossing	discrete	character	
V274	Q6	Primary destination	discrete	numeric	
V275	Q7	Source Country	discrete	numeric	
V276	Q8	Have you been enrolled in Customs Accredited Client Program	discrete	numeric	
V277	Q9	What year was firm invited to join the CACP	discrete	numeric	
V278	Q10	What year was audited for the CACP	discrete	numeric	
V279	Q11	What year was firm enrolled in the CACP	discrete	numeric	
V280	Q12A	Would you describe the enrollment process as	discrete	numeric	
V281	Q12B	Please Explain	discrete	character	
V282	Q13	Days it took to comply with the application process	discrete	numeric	
V283	Q14	If audit was done, how many days did it take to comply with requirements	discrete	numeric	
V284	Q15	Did ZRA clearly communicate the requirements of the audit?	discrete	numeric	
V285	Q16A	Did your audit consist of physical inspection/visit by ZRA officials	discrete	numeric	
V286	Q16B	Did your audit consist of paperwork and provision of financial information?	discrete	numeric	
V287	Q17	How many days did it take after the audit for ZRA to give you clearance to join	discrete	numeric	
V288	Q18	Did you have to pay a fee for the enrollment process?	discrete	numeric	
V289	Q19	If yes, what was the amount?	discrete	numeric	
V290	Q20	Has your company been suspended from the program at any point since enrollment?	discrete	numeric	
V291	Q21	If yes, to question 20, were the reasons communicated clearly?	discrete	numeric	
V292	Q22	What were the reasons given (Circle all that apply)	discrete	numeric	
V293	Q23	Have you been given clear instructions on what you need to do to re-enroll?	discrete	numeric	
V294	Q24	Will you try to re-enroll?	discrete	numeric	
V295	Q24B	Please explain	discrete	character	
V296	Q25	Before the CACP, how long (on average) did it take for your cargo to clear the b	discrete	numeric	
V297	Q26	Since the CACP, how many days on average does it take for your cargo to clear th	discrete	numeric	

ID	Name	Label	Type	Format	Question
V298	Q27	Compared to before you were enrolled in the program, is your cargo subject to	discrete	numeric	
V299	Q28A	How do you pay your VAT and customs duties	discrete	numeric	
V300	Q28B	Describe the other	discrete	character	
V301	Q29	Have you experienced problems with the payments of your VAT and customs duties?	discrete	numeric	
V302	Q30	If yes to Q 29, what is the cause of the problem?	discrete	character	
V303	Q31	If yes to Q29, has this slowed the clearance of goods through customs?	discrete	numeric	
V304	Q32A	If yes, how long are the delays on average (indicate number of days)	discrete	numeric	
V305	Q32B	Comment	discrete	character	
V306	Q33A	Has joining the CACP program benefited your company?	discrete	numeric	
V307	Q33B	Please explain your response	discrete	character	
V308	Q34	Are you familiar with the Zambia Threshold Program?	discrete	numeric	
V309	Q35A	If yes, were the activities relevant to reducing congestion and corruption at th	discrete	numeric	
V310	Q35B	Please explain	discrete	character	
V311	Q36	Since 2006 has congestion at the border	discrete	numeric	
V312	Q36B	Please explain	discrete	character	
V313	Q37	Since 2006 has corruption at the border	discrete	numeric	
V314	Q37B	Please explain	discrete	character	
V315	Q38A	Since 2006 has customer service at the border	discrete	numeric	
V316	Q38B	Please explain	discrete	character	
V317	Q39A	Some government offices have a poor reputation of requiring extra payment (speed	discrete	numeric	
V318	Q39B	Please explain	discrete	character	
V319	Q40A	Some border crossings have a poor reputation of demanding extra payments during	discrete	numeric	
V320	Q40B	Please explain	discrete	character	
V321	Q41	Do you trans-ship goods across Zambia?	discrete	numeric	
V322	Q42A	If you trans-ship goods, do you find that repayment of bonds is	discrete	numeric	
V323	Q42B	Comment	discrete	character	
V324	Q43	Are you familiar with ZRA's Customer Standards Charter for processing time at th	discrete	numeric	
V325	Q44	If yes, do you think the Charter has been helpful to you in better understanding	discrete	numeric	
V326	Q45	Have you ever contacted ZRA to complain about: (circle all that apply)	discrete	numeric	
V327	Q45B	Describe other	discrete	character	
V328	Q46	How did you lodge your complaint or suggestion?	discrete	numeric	
V329	Q47	If you did contact them, were they responsive to your concern?	discrete	numeric	
V330	Q47B	Comment	discrete	character	
V331	Q48	Do you have additional comments you would like to share?	discrete	numeric	
V332	Q48B	Comment	discrete	character	

ZRA firm level survey 26 March 2010 Question 8

Content

Cases 61

Variable(s) 2

Structure Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V333	qnid	Questionnaire ID	contin	numeric	
V334	Q8A	Q8a: Operations registration	discrete	numeric	

ZRA firm level survey 26 March 2010

Content

Cases 30

Variable(s) 56

Structure
Type:
Keys: ()

Version

Producer

Missing Data

Variables

ID	Name	Label	Type	Format	Question
V335	qnid	Questionnaire ID	contin	numeric	
V336	Q2	Q2: Respondent position	discrete	numeric	
V337	Q3A	Q3: Sector	discrete	numeric	
V338	Q4A	Q4: Form of ownership	discrete	numeric	
V339	Q5A	Q5: HQ of company	discrete	numeric	
V340	Q6B	Q6b: Annual turnover	discrete	numeric	
V341	Q7	Q7: Number of employees	discrete	numeric	
V342	Q8A	Q8: Operations registration	discrete	numeric	
V343	Q9A	Q9a: Source of information	discrete	numeric	
V344	Q9B	Q9b: Source of information	discrete	numeric	
V345	Q9C	Q9c: Source of information	discrete	numeric	
V346	Q9D	Q9d: Source of information	discrete	numeric	
V347	Q9E	Q9e: Source of information	discrete	numeric	
V348	Q10	Q10: Instructions clear?	discrete	numeric	
V349	Q11A	Q11: If not clear, why not?	discrete	numeric	
V350	Q12A	Q12: When applied did staff tell you	discrete	numeric	
V351	Q13A	Q13a: How many days did completion take - TPN	discrete	numeric	
V352	Q13B	Q13b: How many days did completion take - VAT	discrete	numeric	
V353	Q13C	Q13c: How many days did completion take - Income TAX	discrete	numeric	
V354	Q13D	Q13d: How many days for other transaction?	discrete	numeric	
V355	Q13E	Q13e: Specify other transaction	discrete	character	
V356	Q14	Q14: Whether multiple visits were made to ZRA?	discrete	numeric	
V357	Q15	Q15: How many total visits did you make?	discrete	numeric	
V358	Q16	Q16: Did you pay for your certificate(s)?	discrete	numeric	
V359	Q17	Q17: If yes, how much did you pay?	discrete	character	
V360	Q18	Q18: Was money or favors requested to issue your registration?	discrete	numeric	
V361	Q19A	Q19a: Rate courtesy and knowledge at ZRA	discrete	numeric	
V362	Q19B	Q19b: Comment	discrete	character	

ID	Name	Label	Type	Format	Question
V363	Q20	Q20: How long did you wait to be served in CSC?	discrete	character	
V364	Q21	Q21: Rate period of obtain certificates	discrete	numeric	
V365	Q22	Q22: Rate comfort at ZRA in terms of CSC?	discrete	numeric	
V366	Q23A	Q23a: Does ZRA suffer from speed money?	discrete	numeric	
V367	Q23B	Q23b: Please explain	discrete	character	
V368	Q24	Q24: Are you familiar with ZRA's customer service charter?	discrete	numeric	
V369	Q25	Q25: Has charter improved understanding of your rights?	discrete	numeric	
V370	Q26	Q26: Was this the first time you applied at ZRA?	discrete	numeric	
V371	Q27	Q27: IF applied before, what year was this in?	discrete	character	
V372	Q28	Q28: Compare processing time prior to 2006 and recent visit	discrete	numeric	
V373	Q29	Q29: How long did it take before? (Days)	discrete	numeric	
V374	Q30A	Q30a: Compare recent visit customer care quality to first visit	discrete	numeric	
V375	Q30B	Q30b: Comment	discrete	character	
V376	Q31A	Q31a: Compare level of corruption between recent visit and first visit	discrete	numeric	
V377	Q31B	Q31b: Please explain	discrete	character	
V378	Q32A	Q32a: Which media did you hear about ZRA's services?	discrete	numeric	
V379	Q32B	Q32b: Which media did you hear about ZRA's services?	discrete	numeric	
V380	Q32C	Q32c: Which media did you hear about ZRA's services?	discrete	numeric	
V381	Q32D	Q32d: Which media did you hear about ZRA's services?	discrete	numeric	
V382	Q32E	Q32e: Which media did you hear about ZRA's services?	discrete	numeric	
V383	Q33A	Q33: Have you ever lodged a complaint to ZRA?	discrete	numeric	
V384	Q34A	Q34: Why haven't you lodged a complaint?	discrete	numeric	
V385	Q35A	Q35: How did you lodge your complaint or suggestion?	discrete	numeric	
V386	Q36A	Q36a: Was ZRA responsive to your concern?	discrete	numeric	
V387	Q36B	Q36b: Comment	discrete	character	
V388	Q37A	Q37a: If yes, how soon did they respond to your concern	discrete	numeric	
V389	Q37B	Q37b: How did they contact you?1	discrete	numeric	
V390	Q38	Q38: Any additional comments? please explain	discrete	character	

Respondent ID (id)

File: Immigration Household Data Set

Overview

Type: Continuous	Valid cases: 35
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 35
Range: 1-35	

Q2a: Resident of (Q2)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-5	

Q3a: For your recent transaction with Immigration did you (Q3)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-6	

Q4a: If you used a notary or agent, what was your reason for not applying in per (Q4)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q5: If you selected "too time consuming" or "too confusing", please explain why (Q5)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: character	Invalid: 0
Width: 62	

Q6: How much did you pay the agent to conduct the transaction on your behalf (Kw (Q6)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 777-777

Valid cases: 35
Invalid: 0

Q7a: Operations you completed recently with Immigration (Q7)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 35
Invalid: 0

Q8a: Source of information on how to apply (Q8)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-15

Valid cases: 35
Invalid: 0

Q9a: Were the instructions clear (Q9A)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-3

Valid cases: 35
Invalid: 0

Q9b: Please explain (Q9B)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: character
Width: 92

Valid cases: 35
Invalid: 0

Q10a: Did the instructions correspond to the actual process that was followed? (Q10A)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-3	

Q10b: Please explain (Q10B)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: character	Invalid: 0
Width: 50	

Q11: How long did it take to complete your transaction with immigration (countin (Q11)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q12: Did this time correspond to the amount of time you were told it would take? (Q12)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-888	

Q13: Number of days (Q13)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 5-999	

Q14: Did the time you were told it would take correspond to the time in the Immi (Q14)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q15: Did you have to make multiple visits to Immigration in order to check on th (Q15)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q16: If yes, how many visits in total did you make to Immigration before picking (Q16)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q17: Were you at any point in the process, asked to meet a staff member in a pri (Q17)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q18: If yes, please explain (Q18)

File: Immigration Household Data Set

Overview

Q18: If yes, please explain (Q18)

File: Immigration Household Data Set

Type: Discrete
Format: character
Width: 45

Valid cases: 35
Invalid: 0

Q19: Did the amount you paid for your document(s) correspond to the written noti (Q19)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q20: If not, how much did you pay in kwacha? (Q20)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 777-999

Valid cases: 35
Invalid: 0

Q21: How would you rate your experience at Immigration in terms of staff courtes (Q21)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-4

Valid cases: 35
Invalid: 0

Q22: How would you rate your experience at Immigration in terms of waiting time (Q22)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-4

Valid cases: 35
Invalid: 0

Q23: How would you rate your experience at Immigration in terms of processing ti (Q23)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q24: How would you rate your experience at Immigration in terms of the comfort o (Q24)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-4

Valid cases: 35
Invalid: 0

Q25a: Some government offices have a poor reputation of requiring extra payment (Q25A)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-5

Valid cases: 35
Invalid: 0

Q25b: Please explain (Q25B)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: character
Width: 99

Valid cases: 35
Invalid: 0

Q26: Are you familiar with Immigration's Customer Service Charter (Q26)

File: Immigration Household Data Set

Overview

Q26: Are you familiar with Immigration's Customer Service Charter (Q26)

File: Immigration Household Data Set

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-3

Valid cases: 35
Invalid: 0

Q27: If yes, do you think the Charter has been helpful to you in better understa (Q27)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 35
Invalid: 0

Q28: Was this the first time that you had applied at Immigration? (Q28)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 35
Invalid: 0

Q29: If you had applied at Immigration before, what year was this in? (Q29)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 777-2009

Valid cases: 35
Invalid: 0

Q30: When you applied last time, did you hire an agent to file on your behalf? (Q30)

File: Immigration Household Data Set

Overview

Q30: When you applied last time, did you hire an agent to file on your behalf? (Q30)

File: Immigration Household Data Set

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q31: If you had interacted with Immigration before, how would you compare the ti (Q31)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q32: How would you compare the quality of customer care on your recent visit com (Q32)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q33a: How would you compare the level of corruption on your recent visit compare (Q33)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q33b: Please explain (Q33B)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: character
Width: 70

Valid cases: 35
Invalid: 0

Q34a: How to apply at Immigration (Q34)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q35a: Contacted Immigration to complain (Amount of paperwork required as part of (Q35)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q36a: How did you lodge your complaint or suggestion? (Suggestion box at the off (Q36)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q37a: Was Immigration responsive to your concern? (Q37A)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 35
Invalid: 0

Q37b: Please explain (Q37B)

File: Immigration Household Data Set

Overview

Type: Discrete
Format: character
Width: 47

Valid cases: 35
Invalid: 0

Q38: If yes, how soon did they respond to your concern? (Q38)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q39a: How did they contact you? (Q39)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q40a: If you have not lodged a complaint with Immigration, why not? (Q40)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 35
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q41: Do you have additional comments you would like to share with us for our eva (Q41)

File: Immigration Household Data Set

Overview

Type: Discrete	Valid cases: 34
Format: character	
Width: 204	

Respondent id (respndid)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-19

Valid cases: 39
Invalid: 0

Q8a: Type of transactions (Q8TRANS)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-14

Valid cases: 39
Invalid: 0

Q8c: How long did it take to complete your transaction with Lands or how long hav (days)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 39
Invalid: 0

Q9: Did this correspond to the amount of time you were told it would take (Q9)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 39
Invalid: 0

Q10: If not, how many days were you told it would take (Q10)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 0-999

Valid cases: 39
Invalid: 0

Q11: Did the time you were told it would take correspond to the time in the Mini (Q11)

File: Lands Bulk Filer Matrix

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 39
Invalid: 0

Respondent Id (respndid)

File: Lands Bulk Filer Question 6

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-19

Valid cases: 43
Invalid: 0

Q6a: What kind of transactions are you mostly hired for (Q6A)

File: Lands Bulk Filer Question 6

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 43
Invalid: 0

Respondent Id (respndid)

File: Lands Bulk Filer

Overview

Type: Discrete
 Format: numeric
 Width: 2
 Decimals: 0
 Range: 1-19

Valid cases: 19
 Invalid: 0

Q2: How many years has your company been in operation (Q2)

File: Lands Bulk Filer

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 19
 Invalid: 0

Q3: Are your clients mostly (Q3)

File: Lands Bulk Filer

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 19
 Invalid: 0

Q4: Are your clients mostly locates in (Q4A)

File: Lands Bulk Filer

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 19
 Invalid: 0

Q5: What is the total number of cases lodged in per month (Q5)

File: Lands Bulk Filer

Overview

Type: Discrete
 Format: numeric
 Width: 4
 Decimals: 0
 Range: 2-1000

Valid cases: 19
 Invalid: 0

Q7: Do you mostly apply (Q7)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q12: Do you or your staff members have to make multiple visits to Lands in order (Q12)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q13a: If yes, on average how many visits in total did you or your staff have to (Q13A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 2-999

Valid cases: 19
Invalid: 0

Q13b: If yes, on average how many visits in total did you or your staff have to (Q13B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 4-999

Valid cases: 19
Invalid: 0

Q13c: If yes, on average how many visits in total did you or your staff have to (Q13C)

File: Lands Bulk Filer

Overview

Q13c: If yes, on average how many visits in total did you or your staff have to (Q13C)

File: Lands Bulk Filer

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 4-999

Valid cases: 19
Invalid: 0

Q14: Are you able to handle your transaction through the Customer Service Centre (Q14)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q15: Is your company ever asked for extra money to speed up/expedite the registr (Q15)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q16a: Some government offices have a poor reputation of requiring tips or bribes (Q16A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q16b: Comments regarding a poor reputation of requiring tips or bribes to obtain (Q16B)

File: Lands Bulk Filer

Overview

Q16b: Comments regarding a poor reputation of requiring tips or bribes to obtain (Q16B)

File: Lands Bulk Filer

Type: Discrete
Format: character
Width: 100

Valid cases: 19
Invalid: 0

Q17: Are you familiar with Ministry of Land's Customer Service Charter (Q17)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q18: If yes, do you think the Charter has been helpful to you in better understa (Q18)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q19a: How would you compare the time it takes to process applications now with b (Q19)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q19b: Comments regarding the time it takes to process applications (Q19B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 57

Valid cases: 19
Invalid: 0

Q20a: How would you compare the quality of customer care now with before the cha (Q20A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q20b: Comments regarding the quality of customer care (Q20B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 82

Valid cases: 19
Invalid: 0

Q21a: How would you compare the level of corruption now with before the changes (Q21A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q21b: Please explain (Q21B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 62

Valid cases: 18
Invalid: 0

Q22a: Overall, would you say that dealing with Ministry of Lands now is (Q22A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q22b: Comments regarding dealing with MInistry of Lands (Q22B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 77

Valid cases: 19
Invalid: 0

Q23: Have you ever contacte Lands with a complaint? (Q23)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q24a: If you have not lodged a complaint with Lands, why not (Q24A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q25a: If yes, what was your complaint about (Q25)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q25b: Specify the other complaint (Q25B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 44

Valid cases: 19
Invalid: 0

Q26a: How did you lodge your complaint or suggestion? (Q26A)

File: Lands Bulk Filer

Q26a: How did you lodge your complaint or suggestion? (Q26A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q27a: Was Lands responsive to your concern (Q27A)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q27b: Comment (Q27B)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 62

Valid cases: 19
Invalid: 0

Q28: If yes, how soon did they respond to your concern (Q28)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q29: How did they contact you? (Q29)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 19
Invalid: 0

Q30: Do you have additional comments you would like to share with us for evaluat (Q30)

File: Lands Bulk Filer

Overview

Type: Discrete
Format: character
Width: 157

Valid cases: 19

Respondent id (respoid)

File: Lands Households Matrix

Overview

Type: Continuous	Valid cases: 43
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 37
Range: 1-37	

Q11a: Type of transactions (Q11TRANS)

File: Lands Households Matrix

Overview

Type: Discrete	Valid cases: 43
Format: numeric	Invalid: 0
Width: 2	
Decimals: 0	
Range: 1-14	

Q11c: Number of days taken (Q11C)

File: Lands Households Matrix

Overview

Type: Discrete	Valid cases: 43
Format: numeric	Invalid: 0
Width: 4	
Decimals: 0	
Range: 1-2920	

Q12: Did this correspond to the amount of time you were told it would take (Q12)

File: Lands Households Matrix

Overview

Type: Discrete	Valid cases: 43
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q13: If not, how many days were you told it would take (Q13)

File: Lands Households Matrix

Overview

Type: Discrete	Valid cases: 43
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 0-999	

Q14: Did the time you were told it would take correspond to the time in the Mini (Q14)

File: Lands Households Matrix

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 43
Invalid: 0

Respondent id (respoid)

File: Lands Households Question 7

Overview

Type: Continuous
Format: numeric
Width: 2
Decimals: 0
Range: 1-37

Valid cases: 37
Invalid: 6
Minimum: 1
Maximum: 37

Q7a: Transactions trying to be completed with the Ministry of lands (Q7A)

File: Lands Households Question 7

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 43
Invalid: 0

Q7f: Transactions completed with the Ministry of lands (Q7F)

File: Lands Households Question 7

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 43
Invalid: 0

Respondent id (respoid)

File: Lands Households

Overview

Type: Continuous	Valid cases: 37
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 37
Range: 1-37	

Q2: Resident of (Q2A)

File: Lands Households

Overview

Type: Discrete	Valid cases: 37
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-8	

Q3a: For your transaction today with Ministry of Lands are you (Q3A)

File: Lands Households

Overview

Type: Discrete	Valid cases: 37
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-6	

Q8a: What was your source of information on how to register or pay? (Q8A)

File: Lands Households

Overview

Type: Discrete	Valid cases: 37
Format: numeric	Invalid: 0
Width: 2	
Decimals: 0	
Range: 1-15	

Q9a: Were the instructions (Q9A)

File: Lands Households

Overview

Type: Discrete	Valid cases: 37
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-3	

Q9b: Please explain (Q9B)

File: Lands Households

Overview

Type: Discrete
 Format: character
 Width: 97

Valid cases: 37
 Invalid: 0

Q10a: Did the instructions correspond to the actual process that was followed (Q10A)

File: Lands Households

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 37
 Invalid: 0

Q10b: Please explain (Q10B)

File: Lands Households

Overview

Type: Discrete
 Format: character
 Width: 56

Valid cases: 37
 Invalid: 0

Q15a: Have you had to make multiple visits to Ministry of Lands in order to chec (Q15A)

File: Lands Households

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 37
 Invalid: 0

Q15b: If yes, how many visits in total did you make to Ministry of Lands before (Q15B)

File: Lands Households

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 37
 Invalid: 0

Q16: Have any of your documents or your file been lost during the process (Q16)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q17: Were you at any point in the process, asked to meet a staff member privatel (Q17)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q18: If yes please explain (Q18)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 61

Valid cases: 37
Invalid: 0

Q19: Did the amount you paid for your certificate correspond to the written noti (Q19)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q20: If not, how much did you pay? (Kwacha) (Q20)

File: Lands Households

Overview

Q20: If not, how much did you pay? (Kwacha) (Q20)

File: Lands Households

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 777-999
Invalid: 1001

Valid cases: 36
Invalid: 1

Q21: How would you rate your experience at Ministry of Lands in terms of staff c (Q21)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q22: How would you rate your experience at Ministry of Lands in terms waiting ti (Q22)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q23:How would you rate your experience at Ministry of Lands in terms of processi (Q23)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q24: How would you rate your experience at Ministry of Lands in terms of the com (Q24)

File: Lands Households

Overview

Q24: How would you rate your experience at Ministry of Lands in terms of the com (Q24)

File: Lands Households

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q25a: Some government offices have a poor reputation of requiring extra payment (Q25A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q25b: Please explain (Q25B)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 84

Valid cases: 37
Invalid: 0

Q26: Are you familiar with Land's Customer Service? (Q26)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q27: If yes, do you think the Charter has been helpful to you in better understa (Q27)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q28: Is this the first time that you have applied at Ministry of Lands (Q28)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q29: If you had applied at MInistry of Lands before, what year was this in? (Q29)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 10
Decimals: 0
Range: 777-2147483636

Valid cases: 37
Invalid: 0

Q30: If you had interacted with Ministry of Lands before, how would you compare (Q30)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q31: How would you compare the quality of customer care on your recent visit com (Q31)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q32a: How would you compare the level of corruption on your recent visit compare (Q32A)

File: Lands Households

Overview

Q32a: How would you compare the level of corruption on your recent visit compare (Q32A)

File: Lands Households

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q32b: Please explain (Q32B)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 80

Valid cases: 37
Invalid: 0

Q33a: Heard about how to register at Ministry of Lands through any of the follow (Q33A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q34a: Have you ever contacted Ministry of Lands to complain about? (Q34A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q35a: How did you lodge your complaint or suggestion (Q35A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q35b: Other means of lodging complaint (Q35B)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 58

Valid cases: 37
Invalid: 0

Q36a: Was Ministry of Lands responsive to your concen (Q36A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q36b: please explain (Q36B)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 88

Valid cases: 37
Invalid: 0

Q37: If yes, how soon did they respond to your concern (Q37)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q38a: How did they contact you? (Q38A)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q39a: If you have not lodged a compalint with Lands, why not? (Q39)

File: Lands Households

Q39a: If you have not lodged a complaint with Lands, why not?
(Q39)

File: Lands Households

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 37
Invalid: 0

Q39b: Other reason for not lodging a complaint with Lands (Q39B)
File: Lands Households

Overview

Type: Discrete
Format: character
Width: 100

Valid cases: 37
Invalid: 0

Q40: Do you have additional comments you would like to share
with us for our eva (Q40)

File: Lands Households

Overview

Type: Discrete
Format: character
Width: 235

Valid cases: 37

Respondent ID (id)

File: PACRO Bulk Filer Question 6

Overview

Type: Discrete
 Format: numeric
 Width: 2
 Decimals: 0
 Range: 1-16

Valid cases: 85
 Invalid: 0

Q6a: Kinds of transations mostly hired for1 (Q6A)

File: PACRO Bulk Filer Question 6

Overview

Type: Discrete
 Format: numeric
 Width: 1
 Decimals: 0
 Range: 1-8

Valid cases: 85
 Invalid: 0

Qb: Other transactions hired for (Q6B)

File: PACRO Bulk Filer Question 6

Overview

Type: Discrete
 Format: character
 Width: 92

Valid cases: 85
 Invalid: 0

Respondent ID (id)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-16

Valid cases: 16
Invalid: 0

Q2a: Are you a (type of filer) (Q2)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-9

Valid cases: 16
Invalid: 0

Q3: How many years company has been in operation (Q3)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-3

Valid cases: 16
Invalid: 0

Q4a: Are your clients mostly (type of clients) (Q4)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-4

Valid cases: 16
Invalid: 0

Q5a: Where are clients mostly located?1 (Q5)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 2
Decimals: 0
Range: 1-10

Valid cases: 16
Invalid: 0

Q7a: Do you mostly apply (means of registration) (Q7)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-5

Valid cases: 16
Invalid: 0

Q8a: Average number of days to complete transaction (Business name) (Q8BUSIN)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q8b: Average number of days to complete transaction (Incorporation) (Q8INCORP)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 2-999

Valid cases: 16
Invalid: 0

Q8c: Other transaction (Q8OTHER)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: character
Width: 30

Valid cases: 16
Invalid: 0

Q9d: Average number of days to complete transaction (Other) (Q8D)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q9: Do you or your staff members have to make multiple visits in order to check (Q9)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q10: If yes, on average how many visits in total are made before certificates are (Q10)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q11: Is your company ever asked for extra money to speed up registration? (Q11)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q12a: Some government offices have a poor reputation of requiring tips to obtain (Q12A)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q12b: Comments (Q12B)

File: PACRO Bulk Filer

Overview

Q12b: Comments (Q12B)

File: PACRO Bulk Filer

Type: Discrete
Format: character
Width: 68

Valid cases: 16
Invalid: 0

Q13a: How would you compare the time it takes to process your applications now w (Q13A)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q13b: Comment (Q13B)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: character
Width: 66

Valid cases: 16
Invalid: 0

Q14a: How would you compare the quality of customer care now with before the cha (Q14A)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q14b: Comment (Q14B)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: character
Width: 37

Valid cases: 16
Invalid: 0

Q15a: How would you compare the level of corruption now with before the changes? (Q15A)

File: PACRO Bulk Filer

Q15a: How would you compare the level of corruption now with before the changes? (Q15A)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q15b: Please explain (Q15B)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: character
Width: 82

Valid cases: 16
Invalid: 0

Q16a: Overall experience with PACRO now (Q16A)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q16b: Comment (Q16B)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: character
Width: 66

Valid cases: 16
Invalid: 0

Q17: Have you ever contacted PACRO with a complaint? (Q17)

File: PACRO Bulk Filer

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 16
Invalid: 0

Q18a: If you have not lodged a complaint with PACRO, why not? (Q18A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q19a: If yes, what was complaint about? (Q19A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q19c: Other complaint (Q19C)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: character	Invalid: 0
Width: 96	

Q20a: How did you lodge your complaint or suggestion?1 (Q20A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q21a: Was PACRO responsive to your concern? (Q21A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q21b: Comment (Q21B)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: character	Invalid: 0
Width: 30	

Q22: If yes, how soon did they respond to your concern? (Q22)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q23a: How did they contact you?1 (Q23A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q24a: Do you have additional comments you would like to share with us for our ev (Q24A)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q24b: Comment (Q24B)

File: PACRO Bulk Filer

Overview

Type: Discrete	Valid cases: 16
Format: character	
Width: 130	

Respondent ID (id)

File: PACRO Firm level survey

Overview

Type: Continuous	Valid cases: 40
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 40
Range: 1-40	

Q2: Position of respondent (Q2)

File: PACRO Firm level survey

Overview

Type: Discrete	Valid cases: 40
Format: character	Invalid: 0
Width: 23	

Q3a: Sector (Q3)

File: PACRO Firm level survey

Overview

Type: Discrete	Valid cases: 40
Format: numeric	Invalid: 0
Width: 2	
Decimals: 0	
Range: 1-14	

Q4: Form of ownership (Q4)

File: PACRO Firm level survey

Overview

Type: Discrete	Valid cases: 40
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q5a: Where is the headquarters of the company you are registering (Q5)

File: PACRO Firm level survey

Overview

Type: Discrete	Valid cases: 40
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q6: What is your company's annual turnover (Q6)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q7: Number of employees (Q7)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q8: At which PACRO branch was your application lodged (Q8)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q9a: Operations you completed recently with PACRO (Q9A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q9b: Operations you completed recently with Immigration (Other requests made) (Q9B)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 33

Valid cases: 40
Invalid: 0

Q10a: Source of information on how to register (Q10A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q11a: Were the instructions clear (Q11A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q11b: Please explain (Q11B)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 100

Valid cases: 40
Invalid: 0

Q12a: Did the instructions correspond to the actual process that was followed? (Q12A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q12b: Please explain (Q12B)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 62

Valid cases: 40
Invalid: 0

Q13: How long did it take to complete your transaction with immigration (countin (Q13)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q14: Did this time correspond to the amount of time you were told it would take? (Q14)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q15: Did you have to make multiple visits to PACRO in order to check on the prog (Q15)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q16: If yes, how many visits in total did you make to PACRO before picking up th (Q16)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q17: Were you at any point in the process, asked to meet a staf member in a priv (Q17)

File: PACRO Firm level survey

Overview

Q17: Were you at any point in the process, asked to meet a staff member in a private (Q17)

File: PACRO Firm level survey

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q18: If yes, please explain (Q18)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 90

Valid cases: 40
Invalid: 0

Q19: Did the amount you paid for your certificate(s) correspond to the written amount (Q19)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q20: If not how much did you pay? (Q20)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 6
Decimals: 0
Range: 777-275000

Valid cases: 40
Invalid: 0

Q21: How would you rate your experience at PACRO in terms of staff courtesy and (Q21)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q22: How would you rate your experience at PACRO in terms of waiting time to be (Q22)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q23: How would you rate your experience at PACRO in terms of processing time to (Q23)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q24: How would you rate your experience at PACRO in terms of the comfort of the (Q24)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q25a: Some government offices have a poor reputation of requiring extra payment (Q25A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q25b: Please explain (Q25B)

File: PACRO Firm level survey

Overview

Q25b: Please explain (Q25B)

File: PACRO Firm level survey

Type: Discrete
Format: character
Width: 67

Valid cases: 40
Invalid: 0

Q26: Was this the first time that you had applied at PACRO? (Q26)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q27: If you had applied at PACRO before, what year was this in? (Q27)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 777-2009

Valid cases: 40
Invalid: 0

Q28: During your last transation with PACRO did you use an agent (Q28)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q29: If you used a notary or agent, what was your reason for not applying in per (Q29)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q30: If you selected "too time consuming or "too confusing", please explain why (Q30)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 9

Valid cases: 40
Invalid: 0

Q31: How much did you pay the agent to conduct the transaction on your behalf (K (Q31)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 5
Decimals: 0
Range: 777-50000

Valid cases: 40
Invalid: 0

Q32: How would you compare the time it took to process your application on your (Q32)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q33: How would you compare the quality of customer care on your recent visit com (Q33)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q34a: How would you compare the level of corruption on your recent visit compare (Q34A)

File: PACRO Firm level survey

Overview

Q34a: How would you compare the level of corruption on your recent visit compare (Q34A)

File: PACRO Firm level survey

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q34b: Please explain (Q34B)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 66

Valid cases: 40
Invalid: 0

Q35a: Heard about PACRO through (Q35A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q36a: Contacted PACRO to complain (Amount of paperwork required as part of the a (Q36A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q37: How did you lodge your complaint or suggestion? (Suggestion box at the offi (Q37)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q38a: Was PACRO responsive to your concern? (Q38A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q38b: Please explain (Q38B)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 45

Valid cases: 40
Invalid: 0

Q39: If yes, how soon did they respond to your concern? (Q39)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q40a: How did they contact you? (Q40A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q41a: If you have not lodged a complaint with PACRO, why not? (Q41A)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 40
Invalid: 0

Q42: Do you have additional comments you would like to share with us for our eva (Q42)

File: PACRO Firm level survey

Overview

Type: Discrete
Format: character
Width: 187

Valid cases: 40

Respondent ID (id)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 2
 Decimals: 0
 Range: 1-15

Valid cases: 15
 Invalid: 0

Q2: Position of respondent (Q2)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: character
 Width: 17

Valid cases: 15
 Invalid: 0

Q3: Sector (Q3A)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q4: Form of ownership (Q4)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q5: Where is the headquarters of the company you are registering (Q5A)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q6: What is your company's annual turnover (Q6)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q7: Number of employees (Q7)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q8: At which PACRO branch was your application lodged (Q8)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q9: Operations you completed recently with PACRO (Q9A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q10: Source of information on how to register (Q10A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q11a: Were the instructions clear (Q11A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q11b: Please explain (Q11B)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 53

Valid cases: 15
Invalid: 0

Q12a: Did the instructions correspond to the actual process that was followed? (Q12A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q12b: Please explain (Q12B)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 28

Valid cases: 15
Invalid: 0

Q13: How long did it take to complete your transaction with immigration (countin (Q13)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q14: Did this time correspond to the amount of time you were told it would take? (Q14)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q15: Did you have to make multiple visits to PACRO in order to check on the prog (Q15)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q16: If yes, how many visits in total did you make to PACRO before picking up th (Q16)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q17: Were you at any point in the process, asked to meet a staf member in a priv (Q17)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q18: If yes, please explain (Q18)

File: PACRO Livingstone

Overview

Q18: If yes, please explain (Q18)

File: PACRO Livingstone

Type: Discrete
 Format: character
 Width: 54

Valid cases: 15
 Invalid: 0

Q19: Did the amount you paid for your certificate(s) correspond to the written n (Q19)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q20: If not how much did you pay? (Q20)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 777-999

Valid cases: 15
 Invalid: 0

Q21: How would you rate your experience at PACRO in terms of staff courtesy and (Q21)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q22: How would you rate your experience at PACRO in terms of waiting time to be (Q22)

File: PACRO Livingstone

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 15
 Invalid: 0

Q23: How would you rate your experience at PACRO in terms of processing time to (Q23)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q24: How would you rate your experience at PACRO in terms of the comfort of the (Q24)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q25a: Some government offices have a poor reputation of requiring extra payment (Q25A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q25b: Please explain (Q25B)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 45

Valid cases: 15
Invalid: 0

Q26: Was this the first time that you had applied at PACRO? (Q26)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q27: If you had applied at PACRO before, what year was this in?
(Q27)

File: PACRO Livingstone

Overview

Type: Discrete	Valid cases: 15
Format: numeric	Invalid: 0
Width: 4	
Decimals: 0	
Range: 777-2009	

Q28: During your last transation with PACRO did you use an agent
(Q28)

File: PACRO Livingstone

Overview

Type: Discrete	Valid cases: 15
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q29: If you used a notary or agent, ehat was your reason for not
applying in per (Q29A)

File: PACRO Livingstone

Overview

Type: Discrete	Valid cases: 15
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q30: If you selected "too time consuming or "too confusing",
please explain why (Q30)

File: PACRO Livingstone

Overview

Type: Discrete	Valid cases: 15
Format: character	Invalid: 0
Width: 58	

Q31: How much did you pay the agent to conduct the transaction
on your behalf (K (Q31)

File: PACRO Livingstone

Overview

Q31: How much did you pay the agent to conduct the transaction on your behalf (K (Q31)

File: PACRO Livingstone

Type: Discrete
Format: numeric
Width: 6
Decimals: 0
Range: 777-350000

Valid cases: 15
Invalid: 0

Q32: How would you compare the time it took to process your application on your (Q32)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q33: How would you compare the quality of customer care on your recent visit com (Q33)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q34a: How would you compare the level of corruption on your recent visit compare (Q34A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q34b: Please explain (Q34B)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 28

Valid cases: 15
Invalid: 0

Q35: Heard about PACRO through (Q35A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q36: Contacted PACRO to complain (Amount of paperwork required as part of the ap (Q36A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q37: How did you lodge your complaint or suggestion? (Suggestion box at the offi (Q37A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q38: Was PACRO responsive to your concern? (Q38A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q38: Please explain (Q38B)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 56

Valid cases: 15
Invalid: 0

Q39: If yes, how soon did they respond to your concern? (Q39)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q40: How did they contact you? (Q40A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q41: If you have not lodged a complaint with PACRO, why not? (Q41A)

File: PACRO Livingstone

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 15
Invalid: 0

Q42: Do you have additional comments you would like to share with us for our eva (Q42)

File: PACRO Livingstone

Overview

Type: Discrete
Format: character
Width: 88

Valid cases: 15
Invalid: 0

Questionnaire ID (qid)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-9

Valid cases: 9
Invalid: 0

Type of Industry (Q2)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 22

Valid cases: 9
Invalid: 0

Primary borders crossing (Q5A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-5

Valid cases: 9
Invalid: 0

Other primry border crossing (Q5B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 11

Valid cases: 9
Invalid: 0

Primary destination (Q6)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Source Country (Q7)

File: ZRA CACP data set

Overview

Source Country (Q7)

File: ZRA CACP data set

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Have you been enrolled in Customs Accredited Client Program (Q8)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

What year was firm invited to join the CACP (Q9)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 1-2009

Valid cases: 9
Invalid: 0

What year was audited for the CACP (Q10)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 1-2009

Valid cases: 9
Invalid: 0

What year was firm enrolled in the CACP (Q11)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 4
Decimals: 0
Range: 1-2009

Valid cases: 9
Invalid: 0

Would you describe the enrollment process as (Q12A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please Explain (Q12B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 149

Valid cases: 9

Days it took to comply with the application process (Q13)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

If audit was done, how many days did it take to comply with requirements (Q14)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 3-888

Valid cases: 9
Invalid: 0

Did ZRA clearly communicate the requirements of the audit? (Q15)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Did your audit consist of physical inspection/visit by ZRA officials (Q16A)

File: ZRA CACP data set

Overview

Type: Discrete	Valid cases: 9
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Did your audit consist of paperwork and provision of financial information? (Q16B)

File: ZRA CACP data set

Overview

Type: Discrete	Valid cases: 9
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

How many days did it take after the audit for ZRA to give you clearance to join (Q17)

File: ZRA CACP data set

Overview

Type: Discrete	Valid cases: 9
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 3-888	

Did you have to pay a fee for the enrollment process? (Q18)

File: ZRA CACP data set

Overview

Type: Discrete	Valid cases: 9
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-888	

If yes, what was the amount? (Q19)

File: ZRA CACP data set

Overview

If yes, what was the amount? (Q19)

File: ZRA CACP data set

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 777-777

Valid cases: 9
Invalid: 0

Has your company been suspended from the program at any point since enrollment? (Q20)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

If yes, to question 20, were the reasons communicated clearly? (Q21)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

What were the reasons given (Circle all that apply) (Q22)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Have you been given clear instructions on what you need to do to re-enroll? (Q23)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Will you try to re-enroll? (Q24)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain (Q24B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 117

Valid cases: 9

Before the CACP, how long (on average) did it take for your cargo to clear the b (Q25)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Since the CACP, how many days on average does it take for your cargo to clear th (Q26)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Compared to before you were enrolled in the program, is your cargo subject to (Q27)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

How do you pay your VAT and customs duties (Q28A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-3

Valid cases: 9
Invalid: 0

Describe the other (Q28B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 33

Valid cases: 9
Invalid: 0

Have you experienced problems with the payments of your VAT and customs duties? (Q29)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-3

Valid cases: 9
Invalid: 0

If yes to Q 29, what is the cause of the problem? (Q30)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 97

Valid cases: 9
Invalid: 0

If yes to Q29, has this slowed the clearance of goods through customs? (Q31)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

If yes, how long are the delays on average (indicate number of days) (Q32A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 9
Invalid: 0

Comment (Q32B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 79

Valid cases: 9
Invalid: 0

Has joining the CACP program benefited your company? (Q33A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain your response (Q33B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 111

Valid cases: 9

Are you familiar with the Zambia Threshold Program? (Q34)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

If yes, were the activities relevant to reducing congestion and corruption at th (Q35A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain (Q35B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 128

Valid cases: 9

Since 2006 has congestion at the border (Q36)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain (Q36B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 232

Valid cases: 9

Since 2006 has corruption at the border (Q37)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain (Q37B)

File: ZRA CACP data set

Please explain (Q37B)
File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 78

Valid cases: 9
Invalid: 0

Since 2006 has customer service at the border (Q38A)
File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Please explain (Q38B)
File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 121

Valid cases: 9

Some government offices have a poor reputation of requiring extra payment (speed (Q39A)
File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 9
Invalid: 0

Please explain (Q39B)
File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 41

Valid cases: 9
Invalid: 0

Some border crossings have a poor reputation of demanding extra payments during (Q40A)
File: ZRA CACP data set

Some border crossings have a poor reputation of demanding extra payments during (Q40A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 9
Invalid: 0

Please explain (Q40B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 107

Valid cases: 9

Do you trans-ship goods across Zambia? (Q41)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

If you trans-ship goods, do you find that repayment of bonds is (Q42A)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 9
Invalid: 0

Comment (Q42B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 104

Valid cases: 9

Are you familiar with ZRA's Customer Standards Charter for processing time at th (Q43)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-2

Valid cases: 9
Invalid: 0

If yes, do you think the Charter has been helpful to you in better understanding (Q44)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Have you ever contacted ZRA to complain about: (circle all that apply) (Q45)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 1
Decimals: 0
Range: 1-6

Valid cases: 9
Invalid: 0

Describe other (Q45B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 65

Valid cases: 9
Invalid: 0

How did you lodge your complaint or suggestion? (Q46)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-777

Valid cases: 9
Invalid: 0

If you did contact them, were they responsive to your concern?
(Q47)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Comment (Q47B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 113

Valid cases: 9

Do you have additional comments you would like to share? (Q48)

File: ZRA CACP data set

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-888

Valid cases: 9
Invalid: 0

Comment (Q48B)

File: ZRA CACP data set

Overview

Type: Discrete
Format: character
Width: 212

Valid cases: 9

Questionnaire ID (qnid)

File: ZRA firm level survey 26 March 2010 Question 8

Overview

Type: Continuous
 Format: numeric
 Width: 2
 Decimals: 0
 Range: 1-30

Valid cases: 61
 Invalid: 0
 Minimum: 1
 Maximum: 30

Q8a: Operations registration (Q8A)

File: ZRA firm level survey 26 March 2010 Question 8

Overview

Type: Discrete
 Format: numeric
 Width: 1
 Decimals: 0
 Range: 1-8

Valid cases: 61
 Invalid: 0

Questionnaire ID (qnid)

File: ZRA firm level survey 26 March 2010

Overview

Type: Continuous	Valid cases: 30
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 30
Range: 1-30	

Q2: Respondent position (Q2)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-5	

Q3: Sector (Q3A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-888	

Q4: Form of ownership (Q4A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q5: HQ of company (Q5A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-6	

Q6b: Annual turnover (Q6B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q7: Number of employees (Q7)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-4	

Q8: Operations registration (Q8A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-8	

Q9a: Source of information (Q9A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 2	
Decimals: 0	
Range: 1-11	

Q9b: Source of information (Q9B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q9c: Source of information (Q9C)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q9d: Source of information (Q9D)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q9e: Source of information (Q9E)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-777	

Q10: Instructions clear? (Q10)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q11: If not clear, why not? (Q11A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q12: When applied did staff tell you (Q12A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q13a: How many days did completion take - TPN (Q13A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q13b: How many days did completion take - VAT (Q13B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 2-999

Valid cases: 30
Invalid: 0

Q13c: How many days did completion take - Income TAX (Q13C)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q13d: How many days for other transaction? (Q13D)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q13e: Specify other transaction (Q13E)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: character	Invalid: 0
Width: 13	

Q14: Whether multiple visits were made to ZRA? (Q14)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q15: How many total visits did you make? (Q15)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 2-999	

Q16: Did you pay for your certificate(s)? (Q16)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q17: If yes, how much did you pay? (Q17)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: character	Invalid: 0
Width: 12	

Q18: Was money or favors requested to issue your registration? (Q18)

File: ZRA firm level survey 26 March 2010

Q18: Was money or favors requested to issue your registration? (Q18)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q19a: Rate courtesy and knowledge at ZRA (Q19A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q19b: Comment (Q19B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: character	
Width: 181	

Q20: How long did you wait to be served in CSC? (Q20)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: character	Invalid: 0
Width: 11	

Q21: Rate period of obtain certificates (Q21)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete	Valid cases: 30
Format: numeric	Invalid: 0
Width: 3	
Decimals: 0	
Range: 1-999	

Q22: Rate comfort at ZRA in terms of CSC? (Q22)

File: ZRA firm level survey 26 March 2010

Q22: Rate comfort at ZRA in terms of CSC? (Q22)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q23a: Does ZRA suffer from speed money? (Q23A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q23b: Please explain (Q23B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: character
Width: 234

Valid cases: 30

Q24: Are you familiar with ZRA's customer service charter? (Q24)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q25: Has charter improved understanding of your rights? (Q25)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q26: Was this the first time you applied at ZRA? (Q26)

File: ZRA firm level survey 26 March 2010

Q26: Was this the first time you applied at ZRA? (Q26)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q27: IF applied before, what year was this in? (Q27)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: character
Width: 4

Valid cases: 30
Invalid: 0

Q28: Compare processing time prior to 2006 and recent visit (Q28)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q29: How long did it take before? (Days) (Q29)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q30a: Compare recent visit customer care quality to first visit (Q30A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q30b: Comment (Q30B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
 Format: character
 Width: 122

Valid cases: 30

Q31a: Compare level of corruption between recent visit and first visit (Q31A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 30
 Invalid: 0

Q31b: Please explain (Q31B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
 Format: character
 Width: 184

Valid cases: 30

Q32a: Which media did you hear about ZRA's services? (Q32A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 30
 Invalid: 0

Q32b: Which media did you hear about ZRA's services? (Q32B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
 Format: numeric
 Width: 3
 Decimals: 0
 Range: 1-999

Valid cases: 30
 Invalid: 0

Q32c: Which media did you hear about ZRA's services? (Q32C)

File: ZRA firm level survey 26 March 2010

Q32c: Which media did you hear about ZRA's services? (Q32C)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q32d: Which media did you hear about ZRA's services? (Q32D)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q32e: Which media did you hear about ZRA's services? (Q32E)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q33: Have you ever lodged a complaint to ZRA? (Q33A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q34: Why haven't you lodged a complaint? (Q34A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q35: How did you lodge your complaint or suggestion? (Q35A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q36a: Was ZRA responsive to your concern? (Q36A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q36b: Comment (Q36B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: character
Width: 244

Valid cases: 30

Q37a: If yes, how soon did they respond to your concern (Q37A)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q37b: How did they contact you?1 (Q37B)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: numeric
Width: 3
Decimals: 0
Range: 1-999

Valid cases: 30
Invalid: 0

Q38: Any additional comments? please explain (Q38)

File: ZRA firm level survey 26 March 2010

Q38: Any additional comments? please explain (Q38)

File: ZRA firm level survey 26 March 2010

Overview

Type: Discrete
Format: character
Width: 243

Valid cases: 30

Related Materials

Questionnaires

PACRO Firm Level Questionnaire

Title	PACRO Firm Level Questionnaire
Country	Zambia
Language	English
Description	30 firms selected randomly, either as exit survey or contacted at place of business
Filename	Doc/Questionnaires/questionnaire(wcomments)-zmb-threshold-pacrofirmsurvey-jan26.pdf

PACRO Bulk Filer Questionnaire

Title	PACRO Bulk Filer Questionnaire
Country	Zambia
Language	English
Description	15 firms contacted at place of business from list provided by PACRO
Filename	Doc/Questionnaires/questionnaire(wcomments)-zmb-threshold-pacrobulkfiler-jan25.pdf

Immigration Household Level Questionnaire

Title	Immigration Household Level Questionnaire
Country	Zambia
Language	English
Description	30 individuals/households selected randomly, either as exit survey or contacted at Immigration while being served at the customer service center
Filename	Doc/Questionnaires/questionnaire(wcomments)-immigration-threshold-hh-jan25.pdf

Customs Accredited Client Questions

Title	Customs Accredited Client Questions
Country	Zambia
Language	English
Filename	Doc/Questionnaires/questionnaire-zmb-threshold-accred.companies-12_9.pdf

Reports

Zambia Threshold Program End-Term Evaluation Final Report

Title	Zambia Threshold Program End-Term Evaluation Final Report
Author(s)	Erin Weiser and Rema N Balasundaram
Date	2010-01-01
Country	Zambia
Language	English
Filename	Doc/Reports/finalreport-zmb-threshold-2010.pdf
