

QUESTIONNAIRE NUMBER

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H		
Services of motor vehicles	50	50
Construction Section F:	45	45
Transport Section I: (60-64)	60	60

DOES NOT APPLY -7

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

Yes	1
No	2
DOES NOT APPLY	-7

A.5 Sector match between screener information and sample frame **a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities that match sample frame	2
No, does not match	3

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

--

A.6 Size

	Sampling size a6a	Screener Size a6b
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

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

Yes	1
No, a firm on its own	2

IF 2, GO TO A.8

A.7a

Number of establishments that form the firm	a7a
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A.8 Type of establishment **a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from both HQ and other establishments of the same firm	3
Establishment physically separated from HQ but it locates with other establishments of the same firm	4
DOES NOT APPLY	-7

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

Yes	1
No	2
DOES NOT APPLY	-7

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

Yes	1
No	2

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A.14 Time face-to-face interview begins:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help the World Bank to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

B.1 What is this firm's current legal status? **SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.2

b1

Commented [A1]: Local agencies to provide appropriate local, legal definitions.

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

B.3 What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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B.2 What percentage of this firm is owned by each of the following: **SHOW CARD 2**

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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

Yes	1	
No	2	<i>GO TO B.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.5</i>

b4

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

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

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

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

	Year	Answer from previous round
Year establishment began operations	b5	
DON'T KNOW (SPONTANEOUS)	-9	

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.3

GO TO C.3

b8

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

Specify Certifications	b8x
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QUESTIONNAIRE NUMBER

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

C.3 Over the last two years, did this establishment submit an **application** to obtain an electrical connection?

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

GO TO QUESTION C.6
GO TO QUESTION C.6

c3

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

	Days
Wait for electrical connection	c4
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.5 In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

c5

C.6 Over the most recently completed financial year [**insert last complete financial year**], did this establishment experience power outages?

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

GO TO QUESTION C.10
GO TO QUESTION C.10

c6

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In financial year [insert last complete financial year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "LEATHER SHOE MANUFACTURING" NOT JUST SHOES' MANUFACTURING

Description

the largest	d1a1x_1
second largest	nd1a1x_2
third largest	nd1a1x_3

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. CODE 0000 FOR THE MOMENT, IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

	Percent
Percentage of sales represented by main product or activity product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2 In financial year [insert last complete financial year], what were this establishment's total annual sales for **ALL** products and services?

	LCUs
Last complete financial year's total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1 During the last three years, has this establishment introduced **new** or **significantly improved** products or services?
SHOW CARD 9

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

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

GO TO QUESTION H.3

GO TO QUESTION H.3

h1

H.2 Were any of the **new** or **significantly improved** products or services also new for the establishment's main market?

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

h2

NAH.1 For the new or significantly improved products or services, which of the following is the main source of information?

Research and Development by the establishment	1
Research and Development by the establishment in collaboration with other research or educational institutions	2
Technology transfer from parent company	3
Technology transfer from other companies on licensing agreements	4
Spontaneous innovation (had an idea and acted on it)	5
Other sources	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

QUESTIONNAIRE NUMBER

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H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services? **SHOW CARD 10**

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

h3

NAH.3 For the new or significantly improved method of manufacturing or offering services, which of the following is the main source of information? **SHOWCARD NA12**

Research and Development by the establishment	1
Research and Development by the establishment in collaboration with other research or educational institutions	2
Technology transfer from parent company	3
Technology transfer from other companies on licensing agreements	4
Other sources	5
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

H.4a During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services? **SHOW CARD 11**

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

h4a

H.4b During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? **SHOW CARD 12**

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

h4b

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NAH.7b During the last three financial years, did this establishment use technical and research services of domestic institutions? **SHOWCARD NA14**

Quite often, because we needed them	1
Occasionally, because we did not need them so much	2
We did not use them, because their services are not needed	3
We did not use them, because their services did not meet our standard	4
We did not use them, because their services were expensive	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

nh7b

H.8 During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing? **SHOWCARD 16**

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

h8

QUESTIONNAIRE NUMBER

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F. CAPACITY

F.1 In financial year [insert last complete financial year], what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?

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

F.2 In financial year [insert last complete financial year], how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)

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

QUESTIONNAIRE NUMBER

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G. LAND AND PERMITS

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 17**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW OR ESTABLISHMENT IS A FLOOR IN A BUILDING**

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 18**

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING**

G.2 Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
	g2	

G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

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

QUESTIONNAIRE NUMBER

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L30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 20**

						(SPONTANEOUS)		
						DON'T KNOW	DOES NOT APPLY	
						0	1	
						2	3	
						4		
						Very Severe Obstacle		
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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K.6 At this time, does this establishment have a current account?

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

IF NO, GO TO K.7

k6

K.7 At this time, does this establishment have an overdraft facility?

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

k7

NAK.7 Does this establishment use mobile money services for any of its financial transactions?

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

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

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

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

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 23**

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

k9

Commented [A2]: Local agencies to supply list of local banks

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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K.21 In financial year [insert last complete financial year], did this establishment have its annual financial statements checked and certified by an external auditor?

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

k21

NAK.22 Over the last three financial years, did this establishment use trade insurance?

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

nk22

NAK.23 Over the last three financial years, did access to trade credit become more difficult for this establishment?

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

nk23

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 25**

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

QUESTIONNAIRE NUMBER

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J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 26**

(SPONTANEOUS)

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

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

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

j3

J.4 Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 27

ROTATE OPTIONS

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates	j30a	0	1	2	3	4	-9	-7
Tax administration	j30b	0	1	2	3	4	-9	-7
Business licensing and permits	j30c	0	1	2	3	4	-9	-7
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	0	1	2	3	4	-9	-7

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L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labor force.

L.1 At the end of financial year **[insert last complete financial year]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more financial years and/or have a guaranteed renewal of their employment contract and that work a full shift)
(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

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

L.2 Three financial years ago, at the end of financial year **[insert last complete financial year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three financial years ago	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

L.3 At the end of financial year **[insert last complete financial year]**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

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

L.4 At the end of financial year **[insert last complete financial year]**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

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

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next question is designed to get a general picture of your opinion about how the business environment affects the operations of this establishment.

M.1 By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 29**
INTERVIEWER: DO NOT READ OUT

- | |
|--|
| 1-Access to finance |
| 2-Access to land |
| 3-Business licensing and permits |
| 4-Corruption |
| 5-Courts |
| 6-Crime, theft and disorder |
| 7-Customs and trade regulations |
| 8-Electricity |
| 9-Inadequately educated workforce |
| 10-Labor regulations |
| 11-Political instability |
| 12-Practices of competitors in the informal sector |
| 13-Tax administration |
| 14-Tax rates |
| 15-Transport |

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
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N.7 Hypothetically, if this establishment were to purchase the assets it **uses now**, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

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

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

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

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

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

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS:

	a17x
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(Problems occurred/extraordinary circumstances which could influence results)

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SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

a18

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

Hour	Minutes

a19h **a19m**