

QUESTIONNAIRE NUMBER

id

0

RECORD NUMBER

recnumber

0 0

PREFERENCE NUMBER

preference

ROTATION

rotation

THE WORLD BANK

Enterprise Survey

Manufacturing Module (2013)

GPS Coordinates

Degrees North (Latitude)

lat

Degrees East (Longitude)

lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire

a0

Module

Manufacturing

1

A.1 Country

a1

A.1a Language

a1a

A.2

Sampling Region

a2

Region A

1

Region B

2

Region C

3

Region D

4

Region E

5

A.3a

Screener Region

(coded ex post)

a3a

Region A

1

Region B

2

Region C

3

Region D

4

Region E

5

A.3x Name of city/town/village

a3x

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

a3b

Yes

1

No

2

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

a3c

Yes

1

No

2

A.3 Size of locality

a3

City with population over 1 million

2

Over 250.000 to 1 million

3

50.000 to 250.000

4

Less than 50.000

5

A.4 Industry

Sampling sector

a4a

Screener sector

a4b

Manufacturing: Section D

Food

15

15

Tobacco

16

16

Textiles

17

17

Garments

18

18

Leather

19

19

Wood

20

20

Paper

21

21

Publishing, printing, and Recorded media

22

22

Refined petroleum product

23

23

Chemicals

24

24

Plastics & rubber

25

25

Non metallic mineral products

26

26

Basic metals

27

27

Fabricated metal products

28

28

Machinery and equipment (29 & 30)

29

29

Electronics (31 & 32)

31

31

Precision instruments

33

33

Transport machines (34&35)

34

34

Furniture

36

36

Recycling

37

37

Retail

Retail

52

52

Other Services

Wholesale

51

51

IT

72

72

Hotel and restaurants: section

55

55

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

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	GO TO B.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.5

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

	Number
Full-time employees at start-up	b6
Of which permanent is:	nb6a
DON'T KNOW (SPONTANEOUS)	-9

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

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

b6a

B.6b In what year was this establishment formally registered?

	Year	Answer from previous round
Year establishment formally registered	b6b	
DON'T KNOW (SPONTANEOUS)	-9	
NEVER REGISTERED (SPONTANEOUS)	-7	

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

B.7 How many years of experience working in this **sector** does the Top Manager have?

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

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

b7a

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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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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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C.7 In a typical month, over financial year [insert last complete financial year], how many power outages did this establishment experience? (Note: power outages can include brownouts).

	Number	
Number of power outages in a typical month	c7	IF 0, GO TO QUESTION C.9
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.9

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

	Hours	Minutes
Average duration of power outages in hours/minutes	c8a	c8b
DON'T KNOW (SPONTANEOUS)	-9	-9

IF THE DURATION IS LESS THAN AN HOUR, CODE 0 IN THE HOURS COLUMN.
IF THE RESPONDENT DOES NOT KNOW EITHER THE HOURS OR THE MINUTES, CODE 'DON'T KNOW' IN BOTH COLUMNS.

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

C.10 Over the course of financial year [insert last complete financial year], did this establishment own or share a generator?

Yes	1	
No	2	GO TO QUESTION C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.12
	c10	

C.11 In financial year [insert last complete financial year], what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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

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

GO TO QUESTION C.15

GO TO QUESTION C.15

c12

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

	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14 In reference to that application for a water connection, was an informal gift or payment expected or requested?

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

c14

C.15 Over financial year [insert last complete financial year], did this establishment experience insufficient water supply for production?

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

GO TO QUESTION C.22a

GO TO QUESTION C.22a

GO TO QUESTION C.22a

c15

C.16 In a typical month, over financial year [insert last complete financial year], how many incidents of insufficient water supply did this establishment experience?

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

IF 0, GO TO QUESTION C.22a

GO TO QUESTION C.22a

QUESTIONNAIRE NUMBER

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

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

C.22a At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

c22a

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

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

c22b

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

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

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

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

D.1a1 In 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

QUESTIONNAIRE NUMBER

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N.3 In financial year [insert last complete financial year minus two], three financial years ago, what were total annual sales for this establishment?

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

D.3 In financial year [insert last complete financial year], what percentage of this establishment's sales were:
(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)
SHOW CARD 4

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	IF 100, GO TO QUESTION D.10
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	-9	IF 0, GO TO QUESTION D.8
	100%		

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

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

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

NAD.4 In financial year [insert last complete financial year], when this establishment exported goods directly, which of the following was the main export destination?

SACU member countries	1
Other African countries	2
Outside Africa	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7
	nd4

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D.6 In financial year [insert last complete financial year], what percentage of the value of the products exported directly was lost while in transit because of theft?

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

D.7 In financial year [insert last complete financial year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d7 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.8 In which year did this establishment first export directly or indirectly?

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In financial year [insert last complete financial year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

**GO TO QUESTION
D.12**

D.11 In financial year [insert last complete financial year], what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

QUESTIONNAIRE NUMBER

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D.12 In financial year [insert last complete financial year], as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 5**

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

IF 0, GO TO QUESTION D.16

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

D.13 Were any of the material inputs or supplies purchased in financial year [insert last complete financial year], imported directly?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
	d13

*GO TO QUESTION D.16
GO TO QUESTION D.16*

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

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

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

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

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D.30	Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment? SHOW CARD NA1
	Using the response options on the card; To what degree is Customs and Trade Regulation an obstacle to the current operations of this establishment? SHOW CARD NA1

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Transport d30a	0	1	2	3	4	-9	-7
Ground Transport nd30a	0	1	2	3	4	-9	-7
International Maritime Transport nd30c	0	1	2	3	4	-9	-7
International Air transport nd30d	0	1	2	3	4	-9	-7
Railway Transport nd30e	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

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E. DEGREE OF COMPETITION

E.1 In financial year **[insert last complete financial year]**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 7

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.6
GO TO QUESTION E.6

e1

E.2 In financial year **[insert last complete financial year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	ne2
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

NAE.2 In financial year **[insert last complete financial year]**, for the main market in which this establishment sold its **main product**, what is the market share of this establishment?

Market share	ne2
DON'T KNOW (SPONTANEOUS)	-9

NAE.3 In financial year **[insert last complete financial year]**, for the main market in which this establishment sold its **main product**, what is the market share of the largest competitor?

Market share	ne3
DON'T KNOW (SPONTANEOUS)	-9

NAE.6 In the last two financial years **[insert last two complete financial years]**, for the **main market** in which this establishment sold its **main product**, how many new competitors entered the market?

Number of new competitors	ne6
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

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NAE.7 In the last two financial years [insert last two complete financial years], for the **main market** in which this establishment sold its **second main product**, how many new competitors entered the market?

Number of new competitors	ne7
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

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

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

e6

E.11 Does this establishment compete against unregistered or informal firms?

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

e11

NAE.12 In financial year [insert last complete financial year], which of the following best describes the main market in which this establishment sold its main product? **SHOWCARD NA3**

Dominated by this establishment	1
Dominated by another firm	2
Dominated by 3 to 10 big players including this establishment	3
Dominated by 3 to 10 firms excluding this establishment	4
It is shared by more than 10 players including this firm	5
DON'T KNOW (SPONTANEOUS)	-9

NAE.13 Referring to the most important product of this establishment, which of the following describes the market for the most important input of the product? **SHOWCARD NA4**

There is only one supplier	1
There are multiple suppliers to choose, but switching cost is too high	2
There are multiple suppliers to choose and the switching cost is not high	3
DON'T KNOW (SPONTANEOUS)	-9

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NAE.14 From how many suppliers can this establishment buy its main input used to produce its most important product?

Number of potential suppliers	ne14
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

NAE.15 During the last three financial years [insert last three complete financial years], did this establishment switch its main supplier for its main input?

Yes	1	GO TO QUESTION NAE.17 GO TO QUESTION NAE.17 ne15
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

NAE.16 In the last three financial years [insert last three complete financial years] if this establishment did not switch supplier for its main input, what is the main reason? **SHOWCARD NA5**

Because of long-term exclusive contract	1
Because there are no alternative suppliers	2
Other	3
DON'T KNOW (SPONTANEOUS)	-9

NAE.17 With how many suppliers does this establishment have exclusivity contract?

Number of exclusive contracts with suppliers	ne17
DOES NOT APPLY	-7
DON'T KNOW (SPONTANEOUS)	-9

NAE.18 Referring to the most important product of this establishment, which of the following describes the market for product distributors? **SHOWCARD NA6**

There is only one distributor	1
There are multiple distributors to choose from, but switching is difficult and/ or costly	2
There are multiple distributors to choose from and switching is easy and/ or inexpensive	3
DON'T KNOW (SPONTANEOUS)	-9

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NAE.19 In financial year **[insert last complete financial year]**, which of the following best describes the main market in which this establishment sold its **second** most **important** product?

Dominated by this establishment	1
Dominated by another firm	2
Dominated by 3 to 10 big players including this establishment	3
Dominated by 3 to 10 firms excluding this establishment	4
It is shared by more than 10 players including this firm	5
DON'T KNOW (SPONTANEOUS)	-9

NAE.20 Referring to the **second** most **important** product of this establishment, which of the following describes the market for the **most important input** of the product? **SHOWCARD NA7**

There is only one supplier	1
There are multiple suppliers to choose from, but switching cost is too high	2
There are multiple suppliers to choose from and the switching cost is not high	3
DON'T KNOW (SPONTANEOUS)	-9

NAE.21 Referring to the **second** most **important** product of this establishment, which of the following describes the market for product distributors? **SHOWCARD NA8**

There is only one distributor	1
There are multiple distributor to choose from, but switching cost is too high	2
There are multiple distributor to choose from and the switching cost is not high	3
DON'T KNOW (SPONTANEOUS)	-9

NAE.25 At the present time, what is the strongest source of competition to this establishment?
SHOWCARD NA9

State owned enterprises	1
Imports	2
Foreign firms operating locally	3
Other domestic firms	4
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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NAE.26 Using the response options on the card; To what degree are **Anticompetitive Practices in the Formal Sector** an obstacle to the current operations of this establishment? [SHOW CARD NA10](#)

(SPONTANEOUS)

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Practices (e.g., abuse of market power, collusion in setting price, etc) of competitors in the formal sector ne26a	0	1	2	3	4	-9	-7
Practices (e.g., abuse of market power, collusion in setting price, etc) of input suppliers in the formal sector ne26b	0	1	2	3	4	-9	-7

NAE.27 How important are each of the following influences on your production cost for your **main** product? [SHOWCARD NA11](#)

(SPONTANEOUS)

	Not Important	Slightly Important	Important	Very Important	DON'T KNOW	DOES NOT APPLY
Pressure from domestic competitor ne27a	0	1	2	3	-9	-7
Pressure from foreign competitor ne27b	0	1	2	3	-9	-7

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? [SHOW CARD 8](#)

(SPONTANEOUS)

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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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

QUESTIONNAIRE NUMBER

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H.5 During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices? **SHOW CARD 13**

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

h5

H.6 During the last three years, has this establishment introduced **new** or **significantly improved** marketing methods? **SHOW CARD 14**

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

h6

H.7 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? **SHOW CARD 15**

(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.)

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

GO TO QUESTION H.8

h7

NAH.7a What was the **main** reason why this establishment did not spend on formal research and development? **SHOWCARD NA13**

No need for R&D	1
Does not have the required personnel	2
Too costly for the establishment	3
Not possible to find external or internal funding to finance it	4
Cannot be done by this establishment alone and not possible to find a partner	5
It does not make a difference to the competitiveness of the establishment	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

nh7a

QUESTIONNAIRE NUMBER

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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	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
	g2	

GO TO QUESTION G.30

GO TO QUESTION G.30

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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G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

g4

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD NA15**

						(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	
Access to land	g30a	0	1	2	3	4	
Cost of land	Ng30a	0	1	2	3	4	

QUESTIONNAIRE NUMBER

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In financial year **[insert last complete financial year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In financial year **[insert last complete financial year]**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

I.3 In financial year **[insert last complete financial year]**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

I.4 In financial year **[insert last complete financial year]**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

QUESTIONNAIRE NUMBER

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I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? [SHOW CARD 20](#)

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

QUESTIONNAIRE NUMBER

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K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In financial year [insert last complete financial year], what percentage, as a proportion of the value of total annual purchases of material inputs or services was purchased on credit?

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

K.2 In financial year [insert last complete financial year], what percentage of this establishment's total annual sales of its goods or services was sold on credit?

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

K.3 Over financial year [insert last complete financial year], please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources? **SHOW CARD 21**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other (e.g. moneylenders, friends, relatives, factoring, etc)	k3hd %	-9
	WRITE SOURCE	
INTERVIEWER: IF OTHER ASK RESPONDENT TO SPECIFY SOURCE	k3hdx	-9
	100%	

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

QUESTIONNAIRE NUMBER

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K.4 In financial year [insert last complete financial year], did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

GO TO QUESTION K.6

GO TO QUESTION K.6

k4

N.5 In financial year [insert last complete financial year], how much did this establishment spend on purchases of:

INTERVIEWER: READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over financial year [insert last complete financial year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 22

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from banks: private and state-owned	k5bc%	-9
Borrowed from non-bank financial institutions	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Other (e.g.moneylenders, friends, relatives, bonds, factoring, etc)	k5hdj%	-9
	WRITE SOURCE	
INTERVIEWER: IF OTHER ASK RESPONDENT TO SPECIFY SOURCE	K5hdJx	-9
	100%	

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

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**

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

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

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

QUESTIONNAIRE NUMBER

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

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

K.13 Referring only to this most recent loan or line of credit, did the financing require collateral (you might also know this as a guarantee)?

Yes	1	
No	2	GO TO QUESTION K.15b
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15b
	k13	

K.14 Referring only to this most recent loan or line of credit, what type of guarantee was required?
INTERVIEWER: READ OUT

Collateral	Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment k14a	1	2	-9
Machinery and equipment including movables k14b	1	2	-9
Accounts receivable and inventories k14c	1	2	-9
Personal assets of owner (house, etc.) k14d	1	2	-9
Other forms of collateral not included in the categories above k14e	1	2	-9

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

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

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

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

QUESTIONNAIRE NUMBER

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

	LCUs
Total value of loans outstanding	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

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

k15d

K.16 Referring again to the last financial year [insert last complete financial year], did this establishment apply for any loans or lines of credit?

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

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 24

No need for a loan - establishment had sufficient capital	1	GO TO QUESTION K.21
Application procedures were complex	2	GO TO QUESTION K.21
Interest rates were not favorable	3	GO TO QUESTION K.21
Collateral requirements were too high	4	GO TO QUESTION K.21
Size of loan and maturity were insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21

k17

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

Application was approved	1
Application was rejected	2
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a

QUESTIONNAIRE NUMBER

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

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

j5

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

J.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
NO PAYMENTS	0

J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	j7a %
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

QUESTIONNAIRE NUMBER

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

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

GO TO QUESTION J.13

GO TO QUESTION J.13

j13

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.12 In reference to that application for an import license, was an informal gift or payment expected or requested?

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

j12

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

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

GO TO QUESTION NJ.17

GO TO QUESTION NJ.17

j13

J.14 Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	Days
Wait for operating license	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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J.15 In reference to that application for an operating license, was an informal gift or payment expected or requested?

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

j15

NAJ.17 Do other establishments in the main market have access to subsidies, tax breaks or state support that this establishment does not have access to?

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

nj17

NAJ.18 Using the response options on the card; To what degree are **Anticompetitive product market regulations** an obstacle to the current operations of this establishment? **SHOW CARD NA17**

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Legal restrictions on the number of firms in the market, export and private investment nj18a	0	1	2	3	4	-9	-7
Legal restriction on business decision, e.g., controls on price, market share etc nj18b	0	1	2	3	4	-9	-7
Preferential treatment toward certain competitors nj18c	0	1	2	3	4	-9	-7

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

QUESTIONNAIRE NUMBER

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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

QUESTIONNAIRE NUMBER

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L.5 At the end of financial year [insert last complete financial year], how many permanent full-time individuals working in this establishment in the following categories were female?

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

L.6 How many full-time temporary employees did this establishment employ throughout [insert last complete financial year]?
(Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last financial year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9a

GO TO QUESTION L.9a

L.6a How many full-time temporary employees employed throughout [insert last complete financial year] were female?

	Number
Full-time female seasonal or temporary workers employed last financial year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8 What was the average length of employment of all full-time temporary employees in financial year [insert last complete financial year]?

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

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

	Number
Average number of years of education of typical production worker	19a
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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

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

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

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

L.10 Over financial year **[insert last complete financial year]**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1	GO TO QUESTION NAL.13 GO TO QUESTION NAL.13
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		110

L.11 Referring to the training programs run over financial year **[insert last complete financial year]**, what percentage of permanent, full-time employees of the following categories received formal training?

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

NAL.11 Referring to the training programs run over financial year **[insert last complete financial year]**, how many employees of this establishment received training in the following form?

	Number	DON'T KNOW (SPONTANEOUS)
Training in vocational and technical training institutions	nl11a	-9
Formal training in other institutions	nl11b	-9
Training in some other enterprise	nl11c	-9
Apprenticeship	nl11d	-9
Other	nl11e	-9

QUESTIONNAIRE NUMBER

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NAL.12 Referring to the training programs run over financial year [insert last complete financial year], how was the total cost paid?

	Number of employees	DON'T KNOW (SPONTANEOUS)
Paid by the establishment	nl12a	-9
Paid by the government	nl12b	-9

NAL.13 At the moment, does this establishment have vacancies requiring medium to high level of skills?

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

nl13

NAL.14 Over the last two financial years, did this establishment interrupt operations because of workers' strike?

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

nl14

L.30 Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD NA18**

Using the response options on the card; To what degree is an **Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD NA18**

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations nl30a	0	1	2	3	4	-9	-7
Labor regulations making it harder to fire workers for low performance. nl30a	0	1	2	3	4	-9	-7
Labor regulations making dispute settlement process very costly. nl30b	0	1	2	3	4	-9	-7
Inadequately educated workforce nl30b	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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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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QUESTIONNAIRE NUMBER

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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 From this establishment's Income Statement for financial year [insert last complete financial year], please provide the following information: **SHOW CARD NA19**

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production from Namibia	n2e1	-9
Total annual cost of raw materials and intermediate goods used in production from other countries	n2e2	-9
Total annual costs of fuel	n2f	-9
Transportation and logistics, excluding fuel and vehicles	nn2g	-9
Total annual costs of electricity	n2b	-9
Total rental (or depreciation) cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of buildings	n2rb	-9
Total rental cost of land	nn2h	-9
Other cost of production not included above	n2j	-9

NAN.2 If this establishment is to improve competitiveness by reducing cost, which of the above cost items hold the greatest potential?

		DON'T KNOW (SPONTANEOUS)
	nn2	-9

N.6 From this establishment's Balance Sheet for financial year [insert last complete financial year], what was the net book value, that is the value of assets after depreciation, of the following:

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

Commented [A3]: Local agencies: please feel free to adapt this introduction to how the interview has gone thus far. I.e. to match tone/ language used by the interviewee etc.

QUESTIONNAIRE NUMBER

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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

QUESTIONNAIRE NUMBER

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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:
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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)

QUESTIONNAIRE NUMBER

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SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

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

a19h

a19m