

QUESTIONNAIRE NUMBER

id

0

RECORD NUMBER

recnumber

0 0

PREFERENCE NUMBER

preference

ROTATION

rotation

THE WORLD BANK

Enterprise Survey
Services 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

If firm is Retail firm

2

If firm is a Services (non-Retail) firm

3

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.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

A.4 Industry

Sampling
sector
a4aScreener
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 |

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 which match sample frame | 2 |
| No, does not match | 3 |

A.12 Interviewer code **a12**

| |
|--|
| |
|--|

A.13 Supervisor code **a13**

| |
|--|
| |
|--|

| | Sampling size a6a | Screener Size a6b |
|----------------------|-----------------------------|-----------------------------|
| A.6 Size | | |
| 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, SKIP 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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| | | | | | | | | | |
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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

QUESTIONNAIRE NUMBER

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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 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 [m1]: Local agencies to provide appropriate local, legal definitions for these business types

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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| | | | | | | | | | |
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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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
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| | | | | | | | | | |
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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

QUESTIONNAIRE NUMBER

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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

QUESTIONNAIRE NUMBER

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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 | <i>IF 0, GO TO QUESTION C.9</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION C.9</i> |

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 | <i>GO TO QUESTION C.12</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION C.12</i> |
| | 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 |

QUESTIONNAIRE NUMBER

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| | | | | | | | | | |
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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 NAC.16
GO TO QUESTION NAC.16

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 (SPONTANENOUS) | -8 |

c14

NAC.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 | nc16 |
| 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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 are **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 3**

(SPONTANEOUS)

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

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

D.1a1 In 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 product or activity o represent?

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

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

D.2 In 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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| | | | | | | | | | |
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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 |
| 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:
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 | |
| Direct exports | d3c % | -9 | |
| | 100% | | |

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In 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 % | GO TO QUESTION ND.12 |
| NO LOSSES | 0 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY) | -7 | |

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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 |

NAD.12 In financial year [insert last complete financial year], as a proportion of all finished goods and materials purchased to resell that year, what percentage were:

| | Percent | DON'T KNOW (SPONTANEOUS) |
|--|----------------|---------------------------------|
| Finished goods and materials of foreign origin | nd12b % | -9 |
| | 100% | |

IF 0, GO TO QUESTION D.17

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

NAD.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 | nd14 |
| LESS THAN ONE DAY | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 |

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO D.30

D.17 At the present time, when this establishment receives its main sales item, on average, how many days of inventory (**stock on hand**) measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

| | Days |
|--------------------------------------|------------|
| Days of inventory of main sales item | d17 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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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 obsta cle | 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

NAE.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/services?
SHOW CARD NA2

| | |
|---|-----------|
| 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.11
GO TO QUESTION E.11

ne1

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

| | |
|---------------------------------|-------------|
| Number of competitors | ne2b |
| 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/services**, 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/services**, 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/services**, how many new competitors entered the market?

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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/services**, how many new competitors entered the market?

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

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/service of this establishment, which of the following describes the market for the most important input of the product/service? **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 |

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

GO TO QUESTION NAE.17
GO TO QUESTION NAE.17

ne15

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 At the moment, 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 distributor to choose from and the switching is easy and/or inexpensive | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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/service of this establishment, which of the following describes the market for product/service 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 |

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 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

F. CAPACITY

| | |
|--------------|---|
| NAF.1 | In financial year [insert last complete financial year] , what was this establishment's total amount of services rendered as a proportion of the maximum possible if using all the resources available (capacity utilization)? |
|--------------|---|

| | Percent |
|---------------------------------|--------------|
| Capacity utilization | nf1 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|--------------|---|
| NAF.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 | nf2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

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

h3

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

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

H4a

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|---|
| 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

| | |
|------------|---|
| 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 |

h7

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|------------|--|
| 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? SHOW CARD 16 |
|------------|--|

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

| |
|-----------|
| h8 |
|-----------|

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

G. LAND AND PERMITS

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

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 ESTABLISHMENT IS A FLOOR IN A BUILDING**

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.5 GO TO QUESTION G.5 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | g2 | |

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

| | Days |
|--|-----------|
| 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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO NAG.6

| | |
|------------|---|
| G.5 | What is the total selling area of this establishment? |
|------------|---|

| | |
|---------------------------------|-----------|
| Area | |
| DON'T KNOW (SPONTANEOUS) | -9 |

g5a

SPECIFY UNITS

| | |
|------------------------------------|----------|
| Square Feet | 1 |
| Square Yards | 2 |
| Square Meters | 3 |
| OTHER (SPECIFY) <u>g5bx</u> | 4 |

g5b

| | |
|--------------|---|
| NAG.6 | Is this establishment required to comply with any specific regulations (e.g., restriction on opening hours, pricing restriction, restrictions on promotion activities) due to its size? |
|--------------|---|

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

GO TO QUESTION G.30
GO TO QUESTION G.30
ng6

| | |
|--------------|---|
| NAG.7 | Please specify the most important such regulation |
|--------------|---|

| | |
|--------------------|------------|
| Description | ng7 |
|--------------------|------------|

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|---|
| 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 | DON'T KNOW | DOES NOT APPLY |
| Access to land | g30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Cost of land | Ng30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 |

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

K.1 In 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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 | 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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 [m2]: Local agencies to supply list of local banks.

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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/line of credit approved | k10 |
| DON'T KNOW (SPONTANEOUS) | -9 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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/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 | GO TO QUESTION K.15b GO TO QUESTION K.15b |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | 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 | k15 a |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 | <i>IF 1, GO TO QUESTION K.15d</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.15d</i> |

K.15c What is the total value of 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 | <i>GO TO QUESTION K.20</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |

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

k17

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

j10

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

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

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

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

j12

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

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

GO TO QUESTION NAJ.17

GO TO QUESTION NAJ.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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 |

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**

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more 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 |

NAL.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 workers | n14a | -9 |
| Unskilled workers | n14b | -9 |

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 | GO TO QUESTION L.9b |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION L.9b |

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

NAL.10 Referring to the training programs run over financial year [insert last complete financial year], what percentage of, full-time employees of the following categories received formal training?

| | Percent | IF NO EMPLOYEES IN A CATEGORY WERE TRAINED | DON'T KNOW (SPONTANEOUS) |
|---------------------------------------|---------|--|-----------------------------|
| Full-time permanent employees trained | nl10a % | 0 | -9 |
| Full-time temporary employees trained | nl10b % | 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 enterprises | nl11c | -9 |
| Apprenticeship | nl11e | -9 |
| Other | nl11g | -9 |

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|--|
| 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) | |
|---|-------------|----------------|-------------------|----------------|----------------------|---------------|----------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY |
| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | | |
| Labor regulations I30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce I30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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 the business environment affects the operations of this establishment.

| | |
|------------|--|
| M.1 | By looking at card [insert card number] can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 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 |
|-----------------------------|------------|

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

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

READ OUT

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

Commented [m3]: Local agencies: please feel free to adapt this introduction to suit the interview. I.e. to match the tone/ language used by the interviewee thus far etc.

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

(Problems occurred/extraordinary circumstances which could influence results)

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

SUPERVISORS PLEASE ANSWER:

| | |
|-------------|--------------------------------------|
| A.18 | This questionnaire was completed in: |
|-------------|--------------------------------------|

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

STOP HERE

a18

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

| Hour | Minutes |
|------|---------|
| | |

a19h

a19m