

QUESTIONNAIRE NUMBER

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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

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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) <u> b1x </u>	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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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	<i>GO TO C.3</i>
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.3</i>
		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	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
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	c5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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

Yes	1	<i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
c6		

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

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

Description

the largest	d1a1x_1
second largest	nd1a1x_2
third largest	nd1a1x_3

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

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

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

D.1a3 What percentage of total sales does the main 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

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

	Not Important	Slightly Important	Important	Very Important	(SPONTANEOUS)	
					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**

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

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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

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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

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

h8

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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

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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)

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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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.15b
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	k15 a
DON'T KNOW (SPONTANEOUS)	-9

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next question is designed to get a general picture of your opinion about 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
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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.

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.

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

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SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

One visit in face-to-face interview with one person	1
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