

SERIAL NUMBER

THE WORLD BANK
Enterprise Survey - PAKISTAN
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 = 90

A.1a Language

a1a

A.2

	Sampling Region a2
Punjab	1
Sindh	2
Khyber-Pakhtunkhwa	3
Balochistan	4
Islamabad	5

A.3a

	Screener Region (coded ex post) a3a
Punjab	1
Sindh	2
Khyber-Pakhtunkhwa	3
Balochistan	4
Islamabad	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
Retail	Furniture	36	36
	Recycling	37	37
Other Services	Retail	52	52
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45

Transport Section I: (60-64)	60	60
------------------------------	----	----

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**

--

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

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 HQ and other establishments of the same firm	3
Establishment physically separated from HQ but 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
DOES NOT APPLY	-7

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

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 Pakistan. 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

SKIP TO B.2

b1

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

SERIAL NUMBER

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
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.5

SKIP 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

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
DON'T KNOW (SPONTANEOUS)	-9

SERIAL NUMBER

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

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

b8

SARB.9 Is this establishment located in an export processing zone or other industrial park?

Export Processing Zone	1
Industrial Park	2
None of the above	3
DON'T KNOW (SPONTANEOUS)	-9

SARB9

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	<i>GO TO QUESTION C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.6</i>
		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	
REFUSE (SPONTANEOUS)	-8	
		c5

C.6 Over fiscal year **2011/2012**, did this establishment experience power outages?

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

C.7 In a typical month, over fiscal year **2011/2012**, how many power outages did this establishment experience?

	Number
Average number of power outages per month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.9
GO TO QUESTION C.9

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

	Hours
Average duration of power outages	c8
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

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

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

C.10 Over the course of fiscal year **2011/2012**, did this establishment own or share a generator?

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

c10

C.11 In fiscal year **2011/2012**, 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

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

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

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
REFUSE (SPONTANENOUS)	-8

c14

C.15	Over fiscal year 2011/2012 , 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 fiscal year 2011/2012 , how many incidents of insufficient water supply did this establishment experience?
-------------	--

	Number
Average number of incidents of water insufficiency per month	c16
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.22a
GO TO QUESTION C.22a

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

SERIAL NUMBER

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.28 Does this establishment currently use cell phones for the operations of the establishment?

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

c28

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**

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

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 fiscal year **2011/2012**, what was this establishment's main activity or product, that is, the activity or 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

d1a1x

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 PLEASE CHOOSE THE 4 DIGIT CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY OR 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 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 fiscal year **2011/2012**, what were this establishment's total annual sales for **ALL** products and services?

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

N.3 In fiscal year **2009/2010**, three fiscal years ago, what were total annual sales for this establishment?

	Rs
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 fiscal year **2011/2012**, 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	<i>IF 100, GO TO QUESTION PAKD.9</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO QUESTION D.8</i>
	100%		

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

SARD.3 In fiscal year **2011/2012**, what percent of this establishment's direct export revenue were from the following countries:
SHOW CARD 5

	Percent
India	SARd3a
Afghanistan, Bhutan, Nepal, Bangladesh, Sri Lanka, Maldives	SARd3b
China and Hong Kong	SARd3c
Europe and America and Canada	SARd3d
Other countries	SARd3e
	100%

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

SARD.4	Consider this establishment's exports, when they leave this country. Please provide the percentage breakdown for the means of transportation used. What percentage were transported outside the country via: SHOW CARD 6
---------------	--

	Percent
Road	SARd4a
Rail	SARd4b
Air	SARd4c
Sea	SARd4d
	100%

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

D.4	In fiscal year 2011/2012 , 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

D.6	In fiscal year 2011/2012 , 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 fiscal year 2011/2012 , 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

GO TO QUESTION D.10
GO TO QUESTION D.10

INTERVIEWER: WRITE YEAR USING 4 DIGITS

PAKd.9	The following are reasons why this establishment may not be exporting. Please indicate which circumstances apply to this establishment. INTERVIEWER: READ OUT
---------------	---

	Yes	No	(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
Foreign markets are too competitive PAKd9a	1	2	-9	-7
Weak customs facilities in Pakistan PAKd9b	1	2	-9	-7
Weak transportation facilities in Pakistan PAKd9c	1	2	-9	-7
This establishment is too small to export PAKd9d	1	2	-9	-7
Financial constraints faced by this establishment PAKd9e	1	2	-9	-7
OTHER (SPONTANEOUS–SPECIFY) PAKd9f____PAKd9fx____	1			

D.10	In fiscal year 2011/2012 , 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	-7

GO TO QUESTION SARD.11

D.11	In fiscal year 2011/2012 , 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	-7

SARD.11	Considering road transportation, using the options on this card, please choose the biggest transportation obstacle by road, for businesses in your country. SHOW CARD 7
----------------	---

The network and quality of roads	1
Cost and availability of fuel	2
Road closures due to strikes and protests	3
Time and distance to markets	4
Lack of competition in transportation companies	5
Availability and quality of transport vehicles	6
DON'T KNOW (SPONTANEOUS)	-9

SARd11

D.12	In fiscal year 2011/2012 , 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 8
-------------	---

	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 fiscal year 2011/2012 , imported directly?
-------------	--

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

GO TO QUESTION D.16

GO TO QUESTION D.16

d13

SARD.13	During 2011/2012 , what percent of these foreign material inputs or supplies were imported directly?
----------------	---

	Percent
Percent of inputs imported directly	SARd13 %
DON'T KNOW (SPONTANEOUS)	-9

D.14	In fiscal year 2011/2012 , 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, 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

PAKD.16	In fiscal year 2011/2012 , for the main input that this establishment purchases, how many suppliers did this establishment use (both domestic and foreign)?
----------------	--

None	1
One	2
2-5	3
More than 5	4
DON'T KNOW (SPONTANEOUS)	-9

PAKd16

PAKD.17a	In fiscal year 2011/2012 , for the main input that these establishment purchases, how many alternative suppliers could this establishment have purchased from?
-----------------	---

SERIAL NUMBER

None	1
One	2
2-5	3
More than 5	4
DON'T KNOW (SPONTANEOUS)	-9

PAKd17a

PAKD.18	What percentage of purchased inputs and supplies is lower than expected in terms of quality?
----------------	--

	Percent
Percent of inputs purchased with lower than expected quality	PAKd18 %
DON'T KNOW (SPONTANEOUS)	-9

SARD.19	For your main product or batch of goods that this establishment manufactures: INTERVIEWER READ OUT
----------------	--

	Days	DON'T KNOW (SPONTANEOUS)
How many days, on average, elapse from the day the customer places the order to the day this establishment receives 100% payment	SARd19a	-9
How many days, on average, does it take to manufacture the goods?	SARd19b	-9
How many days, on average, does it take for the finished goods to be delivered to the customer	SARd19c	-9

SARD.20	Does this establishment currently export or are you considering entering the export market in the next 12 months?
----------------	---

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

GO TO QUESTION SARD.23
GO TO QUESTION SARD.23

SARD20

SARD.21	Using the response options on this card, to what degree are the following obstacles to export activity? SHOW CARD 9
----------------	---

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Meeting export market product specifications and requirements SARd21a	0	1	2	3	4	-9	-7
Price competitiveness in export markets SARd21b	0	1	2	3	4	-9	-7
Production capacity to meet order quantities and delivery dates SARd21c	0	1	2	3	4	-9	-7
Import regulations and non-tariff barriers in the export markets SARd21d	0	1	2	3	4	-9	-7
Transportation and delivery of raw materials and inputs used in production SARd21e	0	1	2	3	4	-9	-7
Transportation and delivery of the exported goods SARd21f	0	1	2	3	4	-9	-7

SARD.22	What two business services would most help increase exports or facilitate entering the export market. Here is a list of possible services- please tell me the two that are the most important. SHOW CARD 10
----------------	---

- | |
|--|
| 1- Worker training |
| 2- Maintenance and repair of factory equipment |
| 3- Technical assistance in production and quality management |
| 4- Assistance with product design, packaging and labeling for foreign markets |
| 5- Export promotion services |
| 6- Information about foreign markets |
| 7- Assistance with improving IT capabilities |
| 8- Government assistance in lowering barriers to your exports imposed by other countries |
| 9- Reforming domestic regulations that affect export markets |
| 10- Export Financing |
| 11- Other (specify) <u> SARd22x </u> |

	Business service	SPONTANEOUS DON'T KNOW
Most important business service	SARd22a	-9
Second most important business service	SARd22b	-9

**GO TO QUESTION
SARD.24**

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR NON-EXPORTING FIRMS.
OTHERWISE SKIP TO SARD.24**

SARD.23	What two business services would most help increase your domestic sales. Here is a list of possible services- please tell me the two that are the most important. SHOW CARD 11
----------------	--

1- Worker training
2- Maintenance and repair of factory equipment
3- Technical assistance in production and quality management
4- Assistance with product design, packaging and labeling for domestic markets
5- Marketing and advertising services
6- Information about domestic markets
7- Assistance with improving IT capabilities
8- Reforming domestic regulations that affect access to markets
9- Other (specify) <u> SARd23x </u>

	Business service	SPONTANEOUS DON'T KNOW
Most important business service	SARd23a1	-9
Second most important business service	SARd23b1	-9

SARD.24	Does your local chamber of commerce or industry association support your business in obtaining the services previously identified? INTERVIEWER: READ OUT
----------------	--

Organization	Yes	No	(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
Local chamber of commerce SARd24a	1	2	-9	-7
Industry association SARd24b	1	2	-9	-7

D.30	<p>Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment? SHOW CARD 13</p> <p>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 13</p>
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

SARD.31	<p>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 13</p>
----------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Lack of an ISO certification SARd31a	0	1	2	3	4	-9	-7
Access to inputs and supplies SARd31b	0	1	2	3	4	-9	-7
Access to production technology SARd31c	0	1	2	3	4	-9	-7
Current currency exchange rates SARd31d	0	1	2	3	4	-9	-7
Price increases in fuel, electricity, and raw materials SARd31e	0	1	2	3	4	-9	-7
Availability of storage facilities, including cold storage facilities and warehouses SARd31f	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

E.1 In fiscal year **2011/2012**, which of the following was the main market in which this establishment sold its main product?

SHOW CARD 14

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 fiscal year **2011/2012**, 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	e2b
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

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 15**

	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

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 16

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 manufacturing products or offering services?
SHOW CARD 17

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 18

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 19

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 20

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 21

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 22
------------	---

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

h7

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?
------------	--

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

h8

F. CAPACITY

F.1	In fiscal year 2011/2012 , 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 fiscal year 2011/2012 , 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

G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 23**

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

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	
REFUSE (SPONTANEOUS)	-8	
		g4

SERIAL 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 24](#)

(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

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **2011/2012**, 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 fiscal year **2011/2012**, 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

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

I.3 In fiscal year **2011/2012**, 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 fiscal year **2011/2012**, 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

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

SERIAL NUMBER

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 24**

(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

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 fiscal year **2011/2012**, what percentage, as a proportion of the value of total annual purchases of material inputs or services were purchased on credit?

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

K.2 In fiscal year **2011/2012**, what percentage of this establishment's total annual sales of its goods or services were sold on credit?

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

K.3 Over fiscal year **2011/2012**, please estimate the proportion of this establishment's working capital, that is its day-to-day operations, that was financed from each of the following sources? **SHOW CARD 25**

	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, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

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

K.4 In fiscal year **2011/2012**, did this establishment purchase any 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 fiscal year **2011/2012**, how much did this establishment spend on purchases of:

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

K.5 Over fiscal year **2011/2012**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 26

	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, moneylenders, friends, relatives, bonds, etc	k5hdj %	-9
	100%	

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

K.6 Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

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

k6

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

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

k7

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 27**

SERIAL NUMBER

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

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

	Rs
Size of most recent loan or line of credit approved	k11
REFUSE (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?

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 collateral 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?

	Rs
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 loans outstanding	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?

	Rs
Total value of loans outstanding	k15c
REFUSAL	-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 fiscal year **2011/2012**, 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 28

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

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 fiscal year 2011/2012 , 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

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 29
-------------	--

						(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

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 30

					(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Strongly disagree	Tend to disagree	Tend to agree	Strongly agree			
"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

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
REFUSE (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

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

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
REFUSE (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 J.30

GO TO QUESTION J.30

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

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
REFUSE (SPONTANEOUS)	-8

j15

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 31

ROTATE OPTIONS						(SPONTANEOUS)		
						No obstacle	Minor obstacle	Moderate 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

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 fiscal year **2011/2012**, 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 fiscal 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 fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

- L.2** Three fiscal years ago, at the end of fiscal year **2009/2010**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers
(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

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

- L.3** At the end of fiscal year **2011/2012**, 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 fiscal year **2011/2012**, 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

L.5	At the end of fiscal year 2011/2012 , 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 2011/2012 ? (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 fiscal 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 2011/2012 were female?
-------------	--

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

L.8	What was the average length of employment of all full-time temporary employees in fiscal year 2011/2012 ?
------------	--

	Months
Average length full-time seasonal or temporary employment last fiscal year	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

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 fiscal year 2011/2012 , did this establishment have formal training programs for its permanent, full-time employees?
-------------	--

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

GO TO QUESTION SARL.12

GO TO QUESTION SARL.12

110

SARL.10a	What was the primary focus of the formal training programs? SHOW CARD 32
-----------------	--

Managerial training	1
Sales and customer relations	2
Teamwork and leadership skills	3
Technical skills	4
Other training	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110a

SARL.10b	Who was the primary provider of these training programs? SHOW CARD 33
-----------------	---

Chamber of commerce or industry association	1
Private provider	2
Government agency	3
Our company- this was in-house training	4
Other organization	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110b

L.11	Referring to the training programs run over fiscal year 2011/2012 , 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)	
Skilled Production full-time permanent employees trained	SAR11a %	0	-9	
Unskilled Production full-time permanent employees trained	SAR11b %	0	-9	
Non-production full-time permanent employees trained	111b %	0	-9	GO TO QUESTION SARL.13

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR FIRMS WITHOUT TRAINING PROGRAMS. OTHERWISE SKIP TO SARL.13

SARL.12	Please indicate the principal reason for the lack of training programs? SHOW CARD 34
----------------	--

Lack of external agencies that can provide training	1
Lack of relevant training programs related to this establishment's work	2
The quality of available training programs is low	3
High cost of training programs	4
No need for formal training programs	5
Unaware of training programs	6
DON'T KNOW (SPONTANEOUS)	-9

SAR112

SARL.13	In your experience of hiring non-managerial employees , are any of the following constraints to hiring women?
----------------	--

INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONTANEOUS)
Challenges of working with women due to their family commitments SAR113a	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave SAR113b	1	2	-9

SERIAL NUMBER

Hiring women could cause disruption in the working environment SARI13c	1	2	-9
Required benefits and other expenses such as providing separate workplace facilities for women make them more expensive employees SARI13d	1	2	-9

PAKL.13	In your experience of hiring managerial employees , are any of the following constraints to hiring women?
----------------	--

INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONTANEOUS)
Limited availability of women with management experience PAKI13a	1	2	-9
Challenges of working with women due to their family commitments PAKI13b	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave PAKI13c	1	2	-9
Clients would be unwilling or uncomfortable doing business with women PAKI13d	1	2	-9
Hiring women could cause disruption in the working environment PAKI13e	1	2	-9

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 35
	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 35

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

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1

By looking at **SHOW CARD 36** 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 36
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
-----------------------------	------------

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 fiscal year 2011/2012 , please provide the following information: SHOW CARD 37
------------	--

	Rs	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	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
Other cost of production not included above	n2j	-9

N.6	From this establishment's Balance Sheet for fiscal year 2011/2012 , what was the net book value, that is the value of assets after depreciation, of the following:
------------	---

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

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?
------------	--

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

--

Q. SENSITIVE QUESTIONS

READ THE FOLLOWING TEXT TO THE RESPONDENT

Now, the formal interview is completed.

I would like to move on to a couple of experiments designed to better ask questions about sensitive topics. We know that some people may not feel comfortable openly talking about sensitive topics. We have designed a mechanism by which we can identify the frequency of these sensitive topics at an aggregate level without identifying individual responses.

I. Envelope question

Q.1	I have here several sealed envelopes. I would like you to choose one envelope and open it. Inside you will find a piece of paper with two questions on it. One of the two questions is underlined. I would like you to answer "Yes" or "No" to <u>ONLY</u> the underlined question. Please do NOT tell me which question you are answering, but only your answer, "Yes" or "No". Please throw away the piece of paper after you have answered. This provides greater confidentiality and anonymity in your response since I do not know which of the two questions you have answered.
------------	---

ENUMERATOR: offer envelopes to the respondent and records "Yes" or "No" response. If the respondent begins to say anything other than "Yes" or "No", interrupt the respondent and remind them that only a "Yes/No" response is required for this question.

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q1

ENUMERATOR: PLEASE ANSWER THE FOLLOWING CONTROL QUESTIONS:

Q.A Did the respondent follow correctly the instructions for this question?

Yes	1
No	2

qa

Q.B If the respondent refused to participate in the experiment, please specify why.

He/she found it offensive	1
He/she found it to be a waste of time	2
He/she did not understand the experiment	3
Other reason: _____	4

qb

A. Coin Toss Questions

READ THE FOLLOWING TEXT TO THE RESPONDENT

I would now like to ask you a series of 10 questions about business ethics. Since some of these questions are personal in nature, I would like to ask them in a way that ensures even greater confidentiality and anonymity of your responses. Before you answer each question, please toss this coin and do NOT show me the outcome.

If the coin comes up HEADS, please answer YES to the question regardless of whether this is an accurate response or not.

If the coin comes up TAILS, please answer the question to the best of your knowledge.

This ensures even greater confidentiality, since when you answer YES I do not know whether this is a true answer or the result of the coin toss.

Q.2 Have you ever paid less in personal taxes than you should have under the law?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q2

Q.3 Have you ever paid less in business taxes than you should have under the law?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q3

Q.4 Have you ever made a misstatement on a job application?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q4

Q.5 Have you ever used the office telephone for personal businesses?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q5

Q.6 Have you ever inappropriately promoted an employee for personal rather than professional reasons?

Yes	1
-----	---

No	2
REFUSE (SPONTANEOUS)	-8

q6

Q.7 Have you ever deliberately not given your suppliers or clients what was due to them?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q7

Q.8 Have you ever lied in your self-interest?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q8

Q.9 Have you ever inappropriately hired a staff member for personal rather than professional reasons?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q9

Q.10 Have you ever been purposely late for work?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q10

Q.11 Have you ever unfairly dismissed an employee for personal rather than professional reasons?

Yes	1
No	2
REFUSE (SPONTANEOUS)	-8

q11

ENUMERATOR: PLEASE ANSWER THE FOLLOWING CONTROL QUESTIONS:

SERIAL NUMBER

--

Q.C Did the respondent follow correctly the instructions for this experiment?

Yes	1
No	2

qc

Q.D If the respondent refused to participate in the experiment, please specify why.

He/she found it offensive	1
He/she found it to be a waste of time	2
He/she did not understand the experiment	3
Other reason: _____	4

qd

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
---	---

SERIAL NUMBER

--

Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

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