

QUESTIONNAIRE NUMBER **id**

RECORD NUMBER **recnumber**

PREFERENCE NUMBER **preference**

| | | | | | | | | | |
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☐ ROTATION

rotation

THE WORLD BANK
Enterprise Survey
Manufacturing Module B (Tanzania 2012)

| GPS Coordinates | | | | SPLIT BALLOT | | | |
|-----------------|---|---|---------------------|--------------|-------------------|---|--------------|
| poslat | N | S | Degrees (Latitude) | lat | A (with cards) | | |
| poslon | E | W | Degrees (Longitude) | lon | B (without cards) | 2 | cards |

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| | |
|-----------------------------|---------------|
| A.0 Questionnaire a0 | Module |
| Manufacturing | 1 |

A.1 Country

| |
|-----------|
| a1 |
|-----------|

A.1a Language

| |
|------------|
| a1a |
|------------|

A.2

| | Sampling Region a2 |
|---------------|-------------------------------|
| Arusha | 1 |
| Dar Es Salaam | 2 |
| Mbeya | 3 |
| Mwanza | 4 |
| Zanzibar | 5 |

A.3a

| | Screener Region (coded ex post) a3a |
|---------------|--|
| Arusha | 1 |
| Dar Es Salaam | 2 |
| Mbeya | 3 |
| Mwanza | 4 |
| Zanzibar | 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 | 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 H | 55 | 55 |
| | Services of motor vehicles | 50 | 50 |
| | Construction Section F: | 45 | 45 |
| | Transport Section I: (60-64) | 60 | 60 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
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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.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**

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Tanzania**. 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 |

QUESTIONNAIRE NUMBER

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

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

| | Percent | DON'T KNOW (SPONT.) |
|--|--------------|---------------------|
| 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

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

QUESTIONNAIRE NUMBER

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

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 |
|--|------------|
| 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 HAPC)

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

b8

| | | | | | | | | | |
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| | | | | | | | | | |
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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 A.20

GO TO QUESTION A.20

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

A.20 What is the period of the **last complete fiscal year** for this firm?

INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, FILL IN USING PERIOD JULY 1, 2011 to JUNE 30, 2012

| Fiscal Year Begins | | |
|--------------------|------------------|------------------|
| Day (dd) | Month (mm) | Year (yyyy) |
| | | |
| a20dstart | a20mstart | a20ystart |

| Fiscal Year Ends | | |
|------------------|----------------|----------------|
| Day (dd) | Month (mm) | Year (yyyy) |
| | | |
| a20dend | a20mend | a20yend |

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

C.6 In the last complete fiscal year, did this establishment experience power outages?

| | | |
|---------------------------------|-----------|---------------------------|
| Yes | 1 | |
| No | 2 | <i>GO TO QUESTION C10</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION C10</i> |
| | | c6 |

C.7 In a typical month, in the last complete fiscal year, how many power outages did this establishment experience?

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

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

C.10 Over the last complete fiscal 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 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
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|-------------|---|
| C.11 | In the last complete fiscal 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 |

| | |
|-------------|---|
| 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 (SPONTANEOUS) | -8 | |
| | | c14 |

| | |
|-------------|---|
| C.15 | In the last complete fiscal year, did this establishment experience insufficient water supply for production? |
|-------------|---|

| | | |
|--|-----------|--|
| Yes | 1 | GO TO QUESTION C.22a GO TO QUESTION C.22a |
| No | 2 | |
| THE ESTABLISHMENT DOES NOT USE WATER FOR PRODUCTION | -7 | |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION C.22a |
| | | c15 |

QUESTIONNAIRE NUMBER

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| | | | | | | | | | |
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| | |
|-------------|--|
| C.16 | In a typical month, in the last complete fiscal year, how many incidents of insufficient water supply did this establishment experience? |
|-------------|--|

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

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

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

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

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

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

c22a

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

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

c22b

| | |
|-------------|--|
| C.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 |

| | | | | | | | | | |
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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 maT²S its sales.

| | |
|--------------|--|
| D.1a1 | In the last complete fiscal 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

| | |
|--|--------------|
| | 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 CODES THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT. |
|--------------|--|

| | |
|--|-------------|
| | Code |
| CODE OF THE MAIN ACTIVITY AND PRODUCT | d1a2 |

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

| | |
|---|----------------|
| | Percent |
| Percentage of sales represented by main product or activity | 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 the last complete fiscal year, what were this establishment's total annual sales for ALL products and services? |
|------------|---|

| | |
|---|------------|
| | TZS |
| 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 **Three (3) complete fiscal years ago,** what were total annual sales for this establishment?

| | TZS |
|---|-----------|
| 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 the last complete fiscal year, what percentage of this establishment's sales were:
SHOW CARD 4
(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)

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

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

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

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

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

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

QUESTIONNAIRE NUMBER

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| | |
|------------|---|
| D.7 | In the last complete fiscal year, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage? |
|------------|---|

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

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

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

| | |
|-------------|---|
| D.11 | In the last complete fiscal 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 | -7 |

| | |
|-------------|--|
| D.12 | In the last complete fiscal year, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: SHOW CARD 5 |
|-------------|--|

| | Percent | DON'T KNOW (SPONT.) |
|--|---------------|----------------------------|
| 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 the last complete fiscal year, imported directly? |
|-------------|--|

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

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

| |
|------------|
| d13 |
|------------|

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

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

| | |
|-------------|--|
| D.16 | At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, 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 |

| | |
|-------------|---|
| 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 6 |
| | 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 6 |

| | | 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 |

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

E. DEGREE OF COMPETITION

| | |
|------------|---|
| E.1 | In the last complete fiscal year, which of the following was the main market in which this establishment sold its main product? SHOW CARD 7 |
|------------|---|

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

GO TO QUESTION KENE 10
GO TO QUESTION KENE 10

| |
|-----------|
| e1 |
|-----------|

| | |
|------------|---|
| E.2 | In the last complete fiscal year, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face? |
|------------|---|

| | |
|--|------------|
| Number of competitors | e2b |
| TOO MANY TO COUNT (SPONTANEOUS) | -4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|---------------|--|
| KENE.1 | In the last complete fiscal year, did the domestic demand for this establishment's main product increase, decrease or remain the same compared to two fiscal years ago? |
|---------------|--|

| | |
|--|-----------|
| Increase | 1 |
| Decrease | 2 |
| Remain the same | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| HAS NO DOMESTIC DEMAND (SPONT.) | -7 |

| |
|--------------|
| KENe1 |
|--------------|

| | |
|----------------|--|
| KENE.10 | In the last complete fiscal year, did this establishment's total input costs increase, decrease or remain the same compared to two fiscal years ago? |
|----------------|--|

| | |
|-------------------------------------|-----------|
| Increase | 1 |
| Decrease | 2 |
| Remain the same | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

| |
|---------------|
| KENe10 |
|---------------|

QUESTIONNAIRE NUMBER

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

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

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

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? |
|------------|--|

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 | <i>GO TO QUESTION H.3</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION H.3</i> |
| | | 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 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?? |
|-------------|---|

| | | |
|---------------------------------|-----------|------------|
| 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?

| | |
|---------------------------------|-----------|
| 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?

| | |
|---------------------------------|-----------|
| 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?

| | |
|---------------------------------|-----------|
| 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 ?

| | |
|---------------------------------|-----------|
| 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 the last complete fiscal year, what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)? |
|------------|---|

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

| | |
|------------|---|
| F.2 | In the last complete fiscal year, how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS) |
|------------|---|

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

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

G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 9**

| | 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 |

[illegible][illegible]

| | |
|-------------|--|
| 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 10 |
|-------------|--|

| | | | | | | (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 the last complete fiscal year, did this establishment pay for security, for example equipment, personnel, or professional security services?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

i1

I.2 In the last complete fiscal 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

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

I.3 In the last complete fiscal year, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

i3

QUESTIONNAIRE NUMBER

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

| | |
|------------|---|
| I.4 | In the last complete fiscal 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

| | TZS |
|---------------------------------|------------|
| 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 11 |
|-------------|---|

| | | | | | | (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 the last complete fiscal year, 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 the last complete fiscal year, 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 In the last complete fiscal year, 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 12

| | 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 the last complete fiscal year, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings (new or used)?

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

GO TO QUESTION K.6

GO TO QUESTION K.6

k4

QUESTIONNAIRE NUMBER

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

K.5 In the last complete fiscal year, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

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

K.5 In the last complete fiscal 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 13

| | 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/current 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 |

GO TO K.8
GO TO K.8
k7

A2F.1 Referring to the most recent overdraft facility approved for this establishment, what was the average nominal annual interest rate?
[INTERVIEWER PLEASE ALWAYS RECORD THREE DECIMALS, FOR EXAMPLE X.XXX]

| | Percent |
|---|---------------|
| Average annual interest rate of the most recently approved overdraft facility | A2f1 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

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

| | |
|--------------|--|
| A2F.2 | Referring to the most recent overdraft facility approved for this establishment, what was the overdraft limit? |
|--------------|--|

| | |
|--|-------------|
| | TZS |
| Overdraft limit of the most recently approved overdraft facility | A2f2 |
| 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 | GO TO QUESTION K.15d |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION K.15d |
| | | k8 |

| | |
|--------------|---|
| A2F.3 | Referring to the most recent line of credit or loan, was it a line of credit or a loan? |
|--------------|---|

| | | |
|---------------------------------|-----------|-------------|
| Line of credit | 1 | |
| Loan | 2 | |
| Both loan and line of credit | 3 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | A2f3 |

| | |
|------------|--|
| K.9 | Referring to the most recent line of credit or loan, what type of financial institution granted this loan? SHOW CARD 14 |
|------------|--|

| | | |
|--|-----------|-----------|
| Private commercial banks | 1 | |
| State-owned banks or government agency | 2 | |
| Non-bank financial institutions | 3 | |
| Other | 4 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | k9 |

QUESTIONNAIRE NUMBER

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

| | |
|--------------|---|
| A2F.4 | What was the name of the financial institution that granted the most recent line of credit or loan in the last complete fiscal year? SHOW CARD 15 |
|--------------|---|

| | |
|--|----|
| Access Bank | 1 |
| Akiba Commercial Bank | 2 |
| Azania Bank | 3 |
| Barclays Bank | 4 |
| BOA Bank | 5 |
| CBA (Commercial Bank of Tanzania) | 6 |
| City Bank | 7 |
| CRDB (Community Rural Development Bank) | 8 |
| Dar es Salaam Community Bank | 9 |
| Diamond Trust Bank | 10 |
| ECO Bank | 11 |
| Exim Bank | 12 |
| KCB Tanzania Bank | 13 |
| NBC (National Bank of Commerce) | 14 |
| NMB (National Microfinance Bank) | 15 |
| Stanbic Bank | 16 |
| Standard Chartered Bank | 17 |
| Tanzania Investment Bank | 18 |
| Tanzania Postal Bank | 19 |
| Tanzania Women Bank | 20 |
| Other Specify | 21 |

| | |
|--|-------------|
| INTERVIEWER:ENTER THE NUMBER FROM THE SHOW CARD | A2f4 |
| Other _____ SPECIFY _____ A2f4x | |

QUESTIONNAIRE NUMBER

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

| | |
|--------------|---|
| A2F.5 | When applying for the most recent line of credit or loan what was the main reason why did this establishment chose this financial instiution? SHOW CARD 16 |
|--------------|---|

| | |
|--|-----------|
| Personal relationship with the institution | 1 |
| Interest rate offered | 2 |
| Collateral requirements | 3 |
| Maturity offered (total duration) | 4 |
| Have other products with this institution (e.g. savings or transaction accounts) | 5 |
| Proximity of institution | 6 |
| Reputation of institution | 7 |
| Only option available | 8 |
| Other | 9 |
| DON'T KNOW (SPONTANEOUS) | -9 |

A2f5

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

| | |
|--------------|--|
| A2F.6 | What was the average nominal annual interest rate on this most recent line of credit or loan? [INTERVIEWER PLEASE ALWAYS RECORD THREE DECIMALS, FOR EXAMPLE X.XXX] |
|--------------|--|

| | Percent |
|---------------------------------|--------------|
| Average annual interest rate | A2f6% |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|--------------|--|
| A2F.7 | What was the maturity (total duration) in months of this most recent line of credit or loan at the time of disbursement? |
|--------------|--|

| | Months |
|---------------------------------|-------------|
| Total duration | A2f7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

QUESTIONNAIRE NUMBER

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

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?

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

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

| | TZS |
|----------------------------------|-------------|
| 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

QUESTIONNAIRE NUMBER

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

| | |
|-------------|--|
| K.16 | Referring again to the last complete fiscal 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 17 |
|-------------|---|

| | | |
|---|-----------|----------------------------|
| 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 the 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 |

INTERVIEWER READ THE FOLLOWING:

Now I would like to ask you about **ALL APPLICATIONS** for loan or line of credit submitted in the last complete fiscal year.

| | |
|----------------|---|
| KENK.26 | How many applications for loans or lines of credit were submitted in the last complete fiscal year? |
|----------------|---|

| | | |
|---------------------------------|---------------|----------------------------------|
| | Number | |
| Applications submitted | KENk26 | <i>IF 0, GO TO QUESTION K.21</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | |

| | |
|----------------|--|
| KENK.27 | Of these applications for loans or lines of credit submitted in the last complete fiscal year, how many of those applications were rejected? |
|----------------|--|

| | | |
|---------------------------------|---------------|----------------------------------|
| | Number | |
| Applications rejected | KENk27 | <i>IF 0, GO TO QUESTION K.21</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |

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

| | |
|----------------|--|
| KENK.28 | What was the most common reason given by the lender for those rejections applications for a loan or line of credit? SHOW CARD 18 |
|----------------|--|

| | |
|---|-----------|
| Collateral or co-signers unacceptable | 1 |
| Insufficient profitability | 2 |
| Problems with credit history or credit report | 3 |
| Incompleteness of loan application | 4 |
| Concerns about level of debt already incurred | 5 |
| Other objections | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

KENk28

| | |
|-------------|---|
| K.21 | In the last complete fiscal 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

| | |
|----------------|---|
| KENK.33 | In the last complete fiscal year, did this establishment's level of debt increase, decrease or remain the same? |
|----------------|---|

| | |
|-------------------------------------|-----------|
| Increase | 1 |
| Decrease | 2 |
| Remain the same | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

KENk33

| | |
|----------------|--|
| KENK.34 | In the last complete fiscal year, did this establishment do the following ...? (INTERVIEWER: READ EACH CATEGORY) |
|----------------|--|

| | Yes | No | DON'T KNOW (SPONT .) | DOESN'T APPLY |
|--|-----|----|---|--------------------------|
| Did not pay its debts in time? KENk34a | 1 | 2 | -9 | -7 |
| Restructured its outstanding liabilities? KENk34b | 1 | 2 | -9 | -7 |
| Filed for insolvency or bankruptcy? KENk34c | 1 | 2 | -9 | -7 |
| Applied for state aid? KENk34d | 1 | 2 | -9 | -7 |

[illegible]

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 19**

| | | | | | | | | |
|-------------------|------------|---|---|---|---|---|-----------|-----------|
| Access to finance | k30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
|-------------------|------------|---|---|---|---|---|-----------|-----------|

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

S. MOBILE MONEY

INTERVIEWER READ THE FOLLOWING:

Now I would like to ask you about this establishment use of mobile phone to make payments for business related transactions

MMS.1 In its current operations, does this establishment use mobile money for any of its **financial** transactions?

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

GO TO QUESTION MMS.11**GO TO QUESTION MMS.11****MMs1**

MMS.2 Please indicate the main reason this establishment started using mobile money for any of its financial transaction. **SHOW CARD 20**

| | |
|---|-----------|
| Reduce costs of financial transactions | 1 |
| Reduce the time spent in financial transactions | 2 |
| Reduce the risks in financial transactions | 3 |
| Satisfy suppliers' request | 4 |
| Satisfy costumers' request | 5 |
| Align with competitors' use | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

MMs2

MMS.3 In the last complete fiscal year, did this establishment use mobile money to **pay its employees**?

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

GO TO QUESTION MMS.5**GO TO QUESTION MMS.5****MMs3**

MMS.4 In the last complete fiscal year, what percentage of total labor cost (salaries and wages of its employees) was paid by this establishment using mobile money?

| | Percent |
|--|--------------|
| Percentage of total labor cost paid using mobile money | MMs4% |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

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

MMS.5 In the last complete fiscal year, did this establishment use mobile money to **pay its suppliers?**

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION MMS.7</i> <i>GO TO QUESTION MMS.7</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | MMs5 |

MMS.6 In the last complete fiscal year, what percentage of the total annual cost of raw materials and intermediate goods (suppliers' bills) was paid by this establishment using mobile money?

| | Percent |
|--|--------------|
| Percentage of annual cost of raw materials paid using mobile money | MMs6% |
| DON'T KNOW (SPONTANEOUS) | -9 |

MMS.7 In the last complete fiscal year, did this establishment use mobile money to **pay the utility bills of the enterprise?**

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION MMS.9</i> <i>GO TO QUESTION MMS.9</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | MMs7 |

MMS.8 In the last complete fiscal year, what percentage of the total annual cost of utilities (utilities companies' bills) was paid by this establishment using mobile money?

| | Percent |
|--|--------------|
| Percentage of annual cost of utilities paid using mobile money | MMs8% |
| DON'T KNOW (SPONTANEOUS) | -9 |

MMS.9 In the last complete fiscal year, did this establishment use mobile money to **receive payments from customers?**

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION MMS.12</i> <i>GO TO QUESTION MMS.12</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | MMs9 |

MMS.10 In the last complete fiscal year, what percentage of annual sales did this establishment **receive from customers** using mobile money?

| | Percent | |
|---|---------------|------------------------------|
| Percentage of annual sales to receive payments from customers | MMs10% | <i>GO TO QUESTION MMS.12</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION MMS.12</i> |

QUESTIONNAIRE NUMBER

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

| | |
|---------------|---|
| MMS.11 | Why does this establishment not use mobile money for financial transactions? INTERVIEWER: READ OUT |
|---------------|---|

| | | Yes | No | DON'T KNOW (SPONT.) |
|--|---------------|-----|----|------------------------|
| Don't know enough about mobile money | MMs11a | 1 | 2 | -9 |
| Fees are too high | MMs11b | 1 | 2 | -9 |
| Most of this establishment's payment are too large to use mobile money | MMs11c | 1 | 2 | -9 |
| Not easy to use | MMs11d | 1 | 2 | -9 |
| Customers don't use mobile money | MMs11e | 1 | 2 | -9 |
| Suppliers don't use mobile money | MMs11f | 1 | 2 | -9 |

INTERVIEWER READ THE FOLLOWING:

Now I would like to ask about this establishment use of mobile phone for reasons other than receiving and making payments

| | |
|---------------|--|
| MMS.12 | Does this establishment use the mobile phone to: INTERVIEWER: READ OUT |
|---------------|--|

| | | Yes | No | DON'T KNOW (SPONT.) |
|---|---------------|-----|----|------------------------|
| Attract new customers | MMs12a | 1 | 2 | -9 |
| Engage in marketing or advertising of this establishment's products | MMs12b | 1 | 2 | -9 |
| Offer special deals or promotions | MMs12c | 1 | 2 | -9 |
| Recruit new employees | MMs12d | 1 | 2 | -9 |

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

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 21**

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

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

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

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION J.6a GO TO QUESTION J.6a |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | j3 |

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

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

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

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

| | TZS |
|--------------------------------------|------------|
| 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 | <i>GO TO QUESTION J.13</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION J.13</i> |
| | | 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 | <i>GO TO QUESTION J.30</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION J.30</i> |
| | | 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 |
| REFUSE (SPONTANEOUS) | -8 |

j15

J.30 Using the response options on **SHOW CARD 22**, to what degree is/are **[INSERT OPTION]** the following an obstacle to the current operations of this establishment?
SHOW CARD 22

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

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

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 the last complete fiscal year, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers
(Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more 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 complete fiscal years ago, 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 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 the last complete fiscal year, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

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

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

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

QUESTIONNAIRE NUMBER

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

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

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

| | |
|------------|---|
| L.6 | How many full-time temporary employees did this establishment employ throughout the last complete fiscal 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 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 the last complete fiscal year 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 the last complete fiscal year? |
|------------|--|

| | 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 |

QUESTIONNAIRE NUMBER

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

| | |
|--------------|--|
| 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 | In the last complete fiscal year, did this establishment have formal training programs for its permanent, full-time employees? |
|-------------|--|

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| 110 | |

GO TO QUESTION L.30
GO TO QUESTION L.30

| | |
|-------------|--|
| L.11 | Referring to the training programs run In the last complete fiscal year, what percentage of permanent, full-time employees of the following categories received formal training? |
|-------------|--|

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

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

| | |
|-------------|--|
| 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 23 |
| | 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 23 |

| | | | | | | (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 |

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

M. BUSINESS ENVIRONMENT

| | |
|------------|--|
| M.1 | By looking at card 24 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 24 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 the last complete fiscal year, please provide the following information: SHOW CARD 25 |
|------------|---|

| | TZS | 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 the last complete fiscal year, what was the net book value, that is the value of assets after depreciation, of the following: |
|------------|---|

| | TZS | 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? |
|------------|--|

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

QUESTIONNAIRE NUMBER

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

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

| | Position in the firm | Years with the firm ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE | Gender 1: MALE 2: FEMALE |
|-------------------|----------------------|---|------------------------------------|
| Main respondent | a15a1x | a15a2 | a15a3 |
| Second respondent | a15b1x | a15b2 | a15b3 |
| Third respondent | a15c1x | a15c2 | a15c3 |

**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)

SUPERVISORS PLEASE ANSWER:

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

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

STOP HERE

QUESTIONNAIRE NUMBER

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

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

a18

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

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

a19h**a19m**