

INFORMATION SHEET

FIRM NUMBER

--	--	--

(IF ABOVE FIRM IS A REPLACEMENT, NUMBER OF FIRM BEING REPLACED:)

--	--	--

Interviewer name:

Interview Date:

The term "workplace" in this questionnaire refers to the establishment. This refers to a distinct physical location at which an employer undertakes economic activity. It is not an office, department, building or assembly line, for example, within a larger, geographically contiguous ensemble.

Exact name of workplace being surveyed:

Address of workplace being surveyed:

Province

District

Size of the locality in which the workplace is situated:

RURAL	1
VILLAGE	2
TOWN	3
SMALL CITY	4
LARGE CITY	5

--

If this workplace is part of a larger firm, address of its headquarters:

For a workplace with fewer than 20 employees, the respondent should be the owner/CEO/manager. For larger establishments, ideally the Human Resource Manager and a Production Manager should respond together; otherwise ask the Human Resource Manager first, then the Production Manager. If neither is available, ask the CEO/Owner/General Manager.

Names of person(s) interviewed, and phone number and email address for each:

Name:	
Phone number:	
Email:	
Name:	
Phone number:	
Email:	
Name:	
Phone number:	
Email:	

Start time of interview: _____ End time of interview: _____

SPACE FOR RANDOM NUMBER STICKER:

Before translation and implementation of the questionnaire, some country specific adaptations must be made:

Question

number	Adaptation required
1.10	If there is no provision for social security in this country, the first line should say full-time, the second line should be left blank, the third line should say part-time, the 4th line should be left blank, and the 5th line should remain as casual/ daily. (if casual/daily does not apply do not fill)
3.02	If there is only one official language, use "the" official language. If more than one use "an" official language
3.05	if no public employment services exist in this country, leave the A line blank. Do not renumber lines - ie if nothing in A the second line will still remain as B.
3.08	Replace with local educational levels. Leave the last line, don't know, as 9. The classification should be the same as in the HH survey and should distinguish between general education and technical/vocational education.
5.06	If minimum wage does not exist in this country, leave that line (last line) blank
5.14	This refers to any code that would identify this firm in government records - code with tax department, VAT, labour ministry, etc. Change the boxes to reflect the correct number of digits. (not needed if firm ID is used)

Hello, my name is [insert your name] I am collecting data for a World Bank Study. The study is trying to understand the skills that are being used by employers, what they look for when hiring and how skills affect training and compensation.

Your workplace has been chosen randomly, along with several hundred others, to provide a representative sample of all employers. The information you provide is strictly confidential and will be used only in aggregated form for research. The World Bank hopes to use the findings to provide recommendations to policymakers on ways to improve firms' access to skills.

I would like to begin by asking a few background questions.

(1.01)	What is your job title (main responsibility)?	
	Human Resource (HR) Manager	1
	Owner/Proprietor	2
	President/ Vice President/ Chief Executive Officer (CEO)	3
	Partner	4
	Director	5
	General Manager	6
	Finance Officer	7
	Manager	8
	Other (Please specify _____)	9
(1.02)	Is your workplace part of a larger company?	
	YES 1 DON'T KNOW 9 >>1.04	
	NO 2 >>1.04	
(1.03)	In what year did the parent company begin operations in this country?	
	IF DON'T KNOW, WRITE '9999'	
(1.04)	What functions does this workplace perform?	
	YES 1 HEADQUARTERS	
	NO 2 WAREHOUSE/LOGISTICS	
	SALES	
	FACTORY/PRODUCTION	
	OTHER	
(1.05)	A. What year did <u>your workplace</u> begin operations?	
	IF DON'T KNOW, WRITE '9999'	
	B. If your firm is an equitized SOE, what year was your firm equitized?	
	IF DON'T KNOW, WRITE '9999'	

(1.06)	<p>What is the legal status of this workplace?</p> <table border="1"> <tr> <td>SOLE PROPRIETORSHIP</td> <td>1</td> </tr> <tr> <td>PARTNERSHIP</td> <td>2</td> </tr> <tr> <td>FAMILY ASSOCIATION</td> <td>3</td> </tr> <tr> <td>LIMITED LIABILITY CORPORATION (PRIVATELY HELD)</td> <td>4</td> </tr> <tr> <td>CORPORATION LISTED ON STOCK EXCHANGE</td> <td>5</td> </tr> <tr> <td>PART OF MULTI-NATIONAL FIRM</td> <td>6</td> </tr> <tr> <td>COOPERATIVE</td> <td>7</td> </tr> <tr> <td>NO LEGAL FORM</td> <td>8</td> </tr> <tr> <td>OTHER (SPECIFY _____)</td> <td>9</td> </tr> </table>	SOLE PROPRIETORSHIP	1	PARTNERSHIP	2	FAMILY ASSOCIATION	3	LIMITED LIABILITY CORPORATION (PRIVATELY HELD)	4	CORPORATION LISTED ON STOCK EXCHANGE	5	PART OF MULTI-NATIONAL FIRM	6	COOPERATIVE	7	NO LEGAL FORM	8	OTHER (SPECIFY _____)	9								
SOLE PROPRIETORSHIP	1																										
PARTNERSHIP	2																										
FAMILY ASSOCIATION	3																										
LIMITED LIABILITY CORPORATION (PRIVATELY HELD)	4																										
CORPORATION LISTED ON STOCK EXCHANGE	5																										
PART OF MULTI-NATIONAL FIRM	6																										
COOPERATIVE	7																										
NO LEGAL FORM	8																										
OTHER (SPECIFY _____)	9																										
(1.07)	<p>Which of the following describes the largest shareholders in your firm?</p> <table border="1"> <tr> <td>INDIVIDUAL FROM [COUNTRY]</td> <td>01</td> </tr> <tr> <td>FAMILY FROM [COUNTRY]</td> <td>02</td> </tr> <tr> <td>FOREIGN INDIVIDUAL OR FAMILY</td> <td>03</td> </tr> <tr> <td>GENERAL PUBLIC</td> <td>04</td> </tr> <tr> <td>DOMESTIC COMPANY</td> <td>05</td> </tr> <tr> <td>FOREIGN COMPANY</td> <td>06</td> </tr> <tr> <td>BANK</td> <td>07</td> </tr> <tr> <td>INVESTMENT FUND</td> <td>08</td> </tr> <tr> <td>MANAGERS OF THE FIRM</td> <td>09</td> </tr> <tr> <td>EMPLOYEES OF THE FIRM</td> <td>10</td> </tr> <tr> <td>GOVERNMENT OR GOVERNMENT AGENCY</td> <td>11</td> </tr> <tr> <td>OTHER (SPECIFY _____)</td> <td>19</td> </tr> <tr> <td>DON'T KNOW</td> <td>99</td> </tr> </table>	INDIVIDUAL FROM [COUNTRY]	01	FAMILY FROM [COUNTRY]	02	FOREIGN INDIVIDUAL OR FAMILY	03	GENERAL PUBLIC	04	DOMESTIC COMPANY	05	FOREIGN COMPANY	06	BANK	07	INVESTMENT FUND	08	MANAGERS OF THE FIRM	09	EMPLOYEES OF THE FIRM	10	GOVERNMENT OR GOVERNMENT AGENCY	11	OTHER (SPECIFY _____)	19	DON'T KNOW	99
INDIVIDUAL FROM [COUNTRY]	01																										
FAMILY FROM [COUNTRY]	02																										
FOREIGN INDIVIDUAL OR FAMILY	03																										
GENERAL PUBLIC	04																										
DOMESTIC COMPANY	05																										
FOREIGN COMPANY	06																										
BANK	07																										
INVESTMENT FUND	08																										
MANAGERS OF THE FIRM	09																										
EMPLOYEES OF THE FIRM	10																										
GOVERNMENT OR GOVERNMENT AGENCY	11																										
OTHER (SPECIFY _____)	19																										
DON'T KNOW	99																										
(1.08)	<p>What is the main economic activity of this workplace?</p> <hr/>																										

(1.09)	Use the following list to identify the broad sector of your economic activity:		<div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div>
	Agriculture, fishing and forestry	01	
	Mining	02	
	Manufacturing	03	
	Utilities	04	
	Construction	05	
	Commerce	06	
	Transportation	07	
	Accommodation, restaurants and bars	08	
	Finance, insurance and real estate	09	
	Public administration	10	
	Other services (specify _____)	19	

Now I would like to ask questions about the workforce at this workplace. Please think about all the workers currently working here even if not formally employed by your firm (i.e. include independent contractors, unpaid workers, etc). Exclude workers employed by another enterprise who are assigned to work at your workplace.

(1.10)	How many workers does your workplace <u>currently</u> employ?	
		(A) Men (B) Women
	1 Full-Time with social security	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>
	2 Full-Time without social security	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>
	3 Part-time with social security	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>
	4 Part-time without social security	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>
	5 Casual/Daily	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>
	TOTAL	<div style="display: inline-block; width: 150px; height: 30px; border: 1px solid black;"></div>

(5.24)	If your firm is a manufacturing firm, using the following list enter the sector code here.		<div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div>
	Food processing 1	Machinery and equipment 7	
	Textiles 2	Office, accounting and computing machinery 8	
	Garments 3	Electrical machinery and apparatus 9	
	Woods and woods products 4	Electronics 10	

Chemical adnd chemical product 5		Automobile and parts	11
Rubber and plastic	6	Furniture	12
		Other. Please specify.	13

In order for us to measure the use of skills, we would like to ask questions about the breakdown of total employment at this workplace by primary occupation. GIVE **SHOW CARD #1** TO THE RESPONDENT AND ASK RESPONDENT TO LOOK AT GROUPS 1, 2 AND 3 ONLY

		POSITION:	(1) MANAGERS	(2) PROFESSIONALS	(3) TECHNICIANS AND ASSOCIATE PROFESSIONALS
(1.11)	Do you have any [POSITION] working in your firm?				
	<div> <div>YES</div> <div>1</div> </div> <div> <div>NO</div> <div>2</div> </div>				
	FILL ALL COLUMNS IN THIS ROW BEFORE GOING ON TO QUESTIONS 1.12 - 1.16				
(1.12)	How many current [POSITION] are there in the firm?				
(1.13)	How many current [POSITION] are female?				
(1.14)	How many current [POSITION] have worked for less than one year for the firm?				
(1.15)	How many [POSITION] did the firm have 12 months ago?				
(1.16)	How many total [POSITION] do you expect to have in 12 months time? (including present workers)				

And for these positions could you please tell me which apply to your enterprise?. ASK RESPONDENT TO LOOK AT GROUPS 4-7 **ON SHOW CARD #1**

POSITION:		(4) CLERICAL SUPPORT WORKERS	(5) SERVICE WORKERS	(6) SALES WORKERS	(7) Skilled AGRICULTURE, FORESTRY AND FISHERY workers	(8) CRAFTS & RELATED TRADES WORKERS	(9) PLANT & MACHINE OPERATORS, & ASSEMBLERS	(10) ELEMENTARY OCCUPATIONS
(1.17)	Do you have any [POSITION] working in your firm? YES 1 NO 2 FILL ALL COLUMNS IN THIS ROW BEFORE GOING ON TO QUESTIONS 1.18 - 1.21							
(1.18)	How many current [POSITION] are there in the firm?							
(1.19)	How many current [POSITION] are female?							
(1.20)	How many current [POSITION] have worked for less than one year for the firm?							
(1.21)	How many [POSITION] did the firm have 12 months ago?							
(1.22)	How many total [POSITION] do you expect to have in 12 months time? (including present workers)							

MODULE 1: BASIC INFORMATION & WORK FORCE

Now we would like to ask questions about any hiring that your firm has attempted over the past 12 months.

		POSITION:	(1) MANAGERS	(2) PROFESSIONALS	(3) TECHNICIANS AND ASSOCIATE PROFESSIONALS
(1.23)	In the past 12 months, have you tried to hire any [POSITION]? YES 1 NO 2 FILL ALL COLUMNS IN THIS ROW BEFORE GOING ON TO QUESTIONS 1.23- 1.24				
(1.24)	Did you encounter any problems when trying to hire [POSITION]? YES 1 NO 2 >>NEXT POSITION				
(1.25)	What problems did you encounter? YES 1 NO 2				
	1) NO OR FEW APPLICANTS				
	2) APPLICANTS LACKED REQUIRED SKILLS				
	3) APPLICANTS EXPECTED WAGES HIGHER THAN WE CAN OFFER				
	4) APPLICANTS DID NOT LIKE WORKING CONDITIONS				
	5) OTHER (SPECIFY _____)				

POSITION:

		(4) CLERICAL SUPPORT WORKERS	(5) SERVICE WORKERS	(6) SALES WORKERS	(7) Skilled AGRICULTURE, FORESTRY AND FISHERY workers	(8) CRAFTS & RELATED TRADES WORKERS	(9) PLANT & MACHINE OPERATORS, & ASSEMBLERS	(10) ELEMENTARY OCCUPATIONS
(1.26)	In the past 12 months, have you <u>tried to hire</u> any [POSITION]? YES 1 NO 2 FILL ALL COLUMNS IN THIS ROW BEFORE GOING ON TO QUESTIONS 1.26- 1.27							
(1.27)	Did you encounter any problems when trying to hire [POSITION]? YES 1 NO 2 >>NEXT POSITION							
(1.28)	What problems did you encounter? YES 1 NO 2							
	1) NO OR FEW APPLICANTS							
	2) APPLICANTS LACKED REQUIRED SKILLS							
	3) APPLICANTS EXPECTED WAGES HIGHER THAN WE CAN OFFER							
	4) APPLICANTS DID NOT LIKE WORKING CONDITIONS							
	5) OTHER (SPECIFY _____)							

1.29

What percentage of the workforce at your firm has the following education level?

Pre-primary education (ISCED 0)

Primary education (ISCED 1)

Lower secondary (ISCED 2)

Upper secondary (ISCED 3)

Post-secondary nontertiary education (ISCED 4)

First stage of tertiary education (ISCED 5)

Second stage of tertiary education (ISCED 6)

Don't know

100%

INTERVIEWER: Look at the responses in the table on Page 5. For each type of occupation, check if the firm had that type of worker, and indicate yes or no.

(2.01)	Occupation	Occupation Type Name		
	Type		yes	no
	1	Managers	<input type="checkbox"/>	<input type="checkbox"/>
	2	Professionals	<input type="checkbox"/>	<input type="checkbox"/>
	3	Technicians and associate professionals	<input type="checkbox"/>	<input type="checkbox"/>

INTERVIEWER: You will now choose ONE of the above three occupation types to ask the firm additional questions about workers in this type of occupation. Follow these steps: (1) Find Sticker A on the cover page of the questionnaire. (2) Look for the first number on that Sticker. This number is the occupation type. (3) Check if the firm has workers in this occupation type. (4) If so, write the occupation type number and occupation type name below. If not, go to the next number on the sticker A, and repeat until you have an Occupation Type Number for which the firm has workers.

(Example, if the first number on Sticker A is a 2, look at Occupation Type 2, which is Professionals. If the firm reported Professionals in Module 1 (checked Yes above), then Professionals is the Worker Type A, and you write the occupation Type number and Name below. If there were no Professionals, go to the next number on Sticker A and check if the firm had that Occupation Type.)

(2.02) **Worker Type A:**
 Occupation Type Number _____ Occupation Type Name: _____

INTERVIEWER: Now you are going to choose Worker Type B. Look at the responses to the table on page 5. For each type of occupation below, check if the firm had that type of worker, and check yes or no.

(2.03)	Occupation	Occupation Type Name		
	Type		yes	no
	4	Clerical support workers	<input type="checkbox"/>	<input type="checkbox"/>
	5	Service workers	<input type="checkbox"/>	<input type="checkbox"/>
	6	Sales workers	<input type="checkbox"/>	<input type="checkbox"/>
	7	Skilled agricultural, forestry and fishery workers	<input type="checkbox"/>	<input type="checkbox"/>
	8	Craft and related trades workers	<input type="checkbox"/>	<input type="checkbox"/>
	9	Plant and machine operators, and assemblers	<input type="checkbox"/>	<input type="checkbox"/>
	10	Elementary occupations	<input type="checkbox"/>	<input type="checkbox"/>

INTERVIEWER: You will now choose ONE of these occupation types above to ask the firm about as Worker Type B. [1] Refer to Sticker B. [2] Follow the same steps as above to determine the Worker Type B. [3] Write the Occupation Type Number and Occupation Type Name below.

(2.04) **Worker Type B:**
 Occupation Type Number _____ Occupation Type Name: _____

INTERVIEWER: WRITE BELOW THE TWO TYPES OF WORKERS THAT YOU HAVE IDENTIFIED AND REFER TO THEM WHEN NEEDED TO REMIND THE RESPONDENT.

Next, we would like to ask you about the skills that your employees may be using in their jobs. For this purpose, let's talk about two types (occupational categories of workers). These are the two types:

Worker Type A: _____

Worker Type B: _____

For each [WORKER TYPE _], please think of **one particular person** who is typical of that type when answering the following questions.

	YES NO	1 2	REFUSE TO ANSWER DON'T KNOW	8 9	Worker type A	Worker type B
(2.05)	Does their job regularly involve reading?				<input type="text"/>	<input type="text"/>
(2.06)	Does their job regularly involve writing using correct spelling and grammar?				<input type="text"/>	<input type="text"/>
(2.07)	Does their job regularly involve math, that is, adding, subtracting, multiplying or dividing numbers - using a calculator or computer if necessary?				<input type="text"/>	<input type="text"/>
(2.08)	Does their job regularly involve solving problems that take 30 minutes or more of thinking time to find a good solution?				<input type="text"/>	<input type="text"/>
(2.09)	Does their job regularly involve speaking a language other than [OFFICIAL LANGUAGE OF AREA IN WHICH WORKPLACE IS BASED]?				<input type="text"/>	<input type="text"/>
(2.10)	Does their job regularly require making formal presentations to clients or colleagues to persuade them of a point of view?				<input type="text"/>	<input type="text"/>
(2.11)	Does their job regularly involve interacting with a team of co-workers?				<input type="text"/>	<input type="text"/>

		Worker type A	Worker type B
(2.12)	<p>What is the highest level of computer use involved in their job?</p> <p>NONE 1</p> <p>STRAIGHTFORWARD (Examples: data entry; sending and receiving emails; printing out an invoice in a shop) 2</p> <p>MODERATE (Examples: using Word or other word processing, or Excel or other spreadsheet) 3</p> <p>COMPLEX (Examples: analysing information or design, including aided design; using statistical analysis package) 4</p> <p>SPECIALIZED Examples: software programming; managing computer networks) 5</p> <p>REFUSED 8</p> <p>DON'T KNOW 9</p>	<input type="text"/>	<input type="text"/>
(2.13)	Thinking of the last month, what percentage of the days in the month did the worker arrive at work on time (within 15 minutes)?	<input type="text"/> %	<input type="text"/> %
(2.14)	What is the <u>average monthly gross compensation</u> over the last 12 months for this worker? (or since hiring, if less than 12 months)	<input type="text"/>	<input type="text"/>
		local currency	
(2.15)	How long has it been since the last promotion (increase in job responsibility, change in job title, salary increase) for this worker? WRITE ANSWER IN MONTHS. IF THIS WORKER HAS NOT HAD A PROMOTION, WRITE 999.	<input type="text"/> MONTHS	<input type="text"/> MONTHS
(2.16)	<p>What is the highest education level of this worker?</p> <p>Pre-primary education (ISCED 0) 1</p> <p>Primary education (ISCED 1) 2</p> <p>Lower secondary (ISCED 2) 3</p> <p>Upper secondary (ISCED 3) 4</p> <p>Post-secondary nontertiary education (ISCED 4) 5</p> <p>First stage of tertiary education (ISCED 5) 6</p> <p>Second stage of tertiary education (ISCED 6) 7</p> <p>Don't know 9</p>	<input type="text"/>	<input type="text"/>

Next, we would like to ask some questions about the importance to your firm of certain worker characteristics. Again, we would like to know for each occupational group, separately. **Please this time think of the type of workers, not a particular worker.**

Please think of

[WRITE THE OCCUPATION OF WORKER TYPE A] _____

[WRITE THE OCCUPATION OF WORKER TYPE B] _____

The following questions ask about the importance of certain characteristics, skills or attitudes of new hires.

- (3.01) Please look at this card and tell me what is the most important of these **personal characteristics** when deciding which new employees should be retained after a probation period. And the second most important? And the third most important? **SHOW CARD #2**

	[Type A]	[Type B]
1 Age		
2 Appearance		
3 Gender		
4 Family relations/ personal ties		

- (3.02) What is the most important of these **job related skills** when deciding which new employees should be retained after a probation period. And the second most important? And the 3rd? And the 4th? And the 5th? [RANK THE TOP FIVE] **SHOW CARD #3**

	[Type A]	[Type B]
1 Ability to read and write in the (an) official language (literacy)		
2 Ability with calculations and numbers (numeracy)		
3 Job-specific technical skills		
4 Communication skills		
5 Leadership skills		
6 Team work skills		
7 Creative and critical thinking		
8 Problem solving skills		
9 Ability to work independently		
10 Time management skills		
11 Foreign language skills		

- (3.03) And please look at this final card and tell me what is the most important of these **personality traits** when deciding which new employees should be retained? And the second most important? And the third most important? And the fourth? **SHOW CARD #4**

	Type A	Type B
1 Conscientiousness (Does a thorough job, is hard working, does things efficiently)		
2 Emotional stability (Is relaxed and handles stress well, doesn't worry or get nervous easily)		
3 Agreeableness (Forgives other people easily, is considerate and kind, is polite)		
4 Extraversion (Is talkative, assertive, outgoing and sociable)		
5 Openness to experience (Is original and comes up with new ideas, has an active imagination)		

- (3.04) You have just ranked the importance of particular characteristics, skills or traits within groups. Now we would like you to look at this card of the three groups and tell us which of these groups you feel is the most important when deciding which employee should be retained? and the second? **SHOW CARD #5**

	Type A	Type B
1 GROUP 1: Personal characteristics (age, appearance, gender, family relations or personal ties)		
2 GROUP 2: Job-related skills (literacy, numeracy, job-specific technical skills, communication, leadership, teamwork, creative thinking, problem solving, work independently, time management)		
5 GROUP 3: personality traits (conscientiousness, emotional stability, agreeableness, extraversion, openness to experience)		

The next questions are about hiring new workers, by worker types

(3.05)	<p>Do you recruit [WORKER TYPE _] from the following sources...?</p> <p> <input type="checkbox"/> YES 1 <input type="checkbox"/> NO 2 <input type="checkbox"/> DON'T KNOW 9 </p> <table border="1"> <thead> <tr> <th></th><th>Type A</th><th>Type B</th></tr> </thead> <tbody> <tr> <td>(A) Public Employment Services</td><td></td><td></td></tr> <tr> <td>(B) Private Employment Services</td><td></td><td></td></tr> <tr> <td>(C) Job Fairs</td><td></td><td></td></tr> <tr> <td>(D) Offers to experienced people in other firms</td><td></td><td></td></tr> <tr> <td>(E) Direct contact with educational institutions, schools, training centers, universities, etc.</td><td></td><td></td></tr> <tr> <td>(F) Media advertisements/postings</td><td></td><td></td></tr> <tr> <td>(G) Internet</td><td></td><td></td></tr> <tr> <td>(H) Informal channels (personal contacts, people recommended by others)</td><td></td><td></td></tr> </tbody> </table>		Type A	Type B	(A) Public Employment Services			(B) Private Employment Services			(C) Job Fairs			(D) Offers to experienced people in other firms			(E) Direct contact with educational institutions, schools, training centers, universities, etc.			(F) Media advertisements/postings			(G) Internet			(H) Informal channels (personal contacts, people recommended by others)		
	Type A	Type B																										
(A) Public Employment Services																												
(B) Private Employment Services																												
(C) Job Fairs																												
(D) Offers to experienced people in other firms																												
(E) Direct contact with educational institutions, schools, training centers, universities, etc.																												
(F) Media advertisements/postings																												
(G) Internet																												
(H) Informal channels (personal contacts, people recommended by others)																												
(3.06)	<p>Over the past 12 months, on average for [WORKER TYPE _] how many days does it take to fill a position from the time the position becomes open or is created?</p> <p> <input type="text"/> Type A <input type="text"/> Type B days days </p> <p>IF NO POSITIONS WERE OPEN/ CREATED IN THE PAST 12 MONTHS, WRITE '999' AND >>3.08</p>																											
(3.07)	<p>Over the past 12 months, how many persons have you made offers to, on average, before you filled a [WORKER TYPE _] position?</p> <p> <input type="text"/> <input type="text"/> persons persons </p>																											

(3.08)	What is the education level of the <u>most recent person hired</u> as a [WORKER TYPE _]? <table border="0"> <tr> <td></td><td></td><td>Type A</td><td>Type B</td></tr> <tr> <td>Pre-primary education (ISCED 0)</td><td>1</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Primary education (ISCED 1)</td><td>2</td><td></td><td></td></tr> <tr> <td>Lower secondary (ISCED 2)</td><td>3</td><td></td><td></td></tr> <tr> <td>Upper secondary (ISCED 3)</td><td>4</td><td></td><td></td></tr> <tr> <td>Post-secondary nontertiary education (ISCED 4)</td><td>5</td><td></td><td></td></tr> <tr> <td>First stage of tertiary education (ISCED 5)</td><td>6</td><td></td><td></td></tr> <tr> <td>Second stage of tertiary education (ISCED 6)</td><td>7</td><td></td><td></td></tr> <tr> <td>Don't know</td><td>9</td><td></td><td></td></tr> </table>			Type A	Type B	Pre-primary education (ISCED 0)	1	<input type="text"/>	<input type="text"/>	Primary education (ISCED 1)	2			Lower secondary (ISCED 2)	3			Upper secondary (ISCED 3)	4			Post-secondary nontertiary education (ISCED 4)	5			First stage of tertiary education (ISCED 5)	6			Second stage of tertiary education (ISCED 6)	7			Don't know	9			
		Type A	Type B																																			
Pre-primary education (ISCED 0)	1	<input type="text"/>	<input type="text"/>																																			
Primary education (ISCED 1)	2																																					
Lower secondary (ISCED 2)	3																																					
Upper secondary (ISCED 3)	4																																					
Post-secondary nontertiary education (ISCED 4)	5																																					
First stage of tertiary education (ISCED 5)	6																																					
Second stage of tertiary education (ISCED 6)	7																																					
Don't know	9																																					
(3.09)	What is the <u>average monthly gross compensation</u> over the past 6 months (or the months since hiring) of the most recent person your firm hired as a [WORKER TYPE _] ? <div style="text-align: right;">Type A <input type="text"/> Type B <input type="text"/></div>																																					
(3.10)	Is the salary for a [WORKER TYPE _] negotiable at the moment of hiring? <div style="text-align: right;">Type A <input type="text"/> Type B <input type="text"/></div>																																					
(3.11)	Over the past 12 months, have you used contractors for skills shortages of [WORKER TYPE _]? <div style="text-align: right;">Type A <input type="text"/> Type B <input type="text"/></div>																																					

INTERVIEWER: ASK ALL THE QUESTIONS 4.01 TO 4.09 FIRST FOR Worker Type A, THEN COME BACK TO 4.01 TO ASK FOR Worker Type B.

(4.01)	<p>Does your workplace have regular contacts with educational or training institutions regarding [WORKER TYPE _] positions, for recruitment, training, work placement, or another reason?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"></td><td style="width: 30%; text-align: right;">Type A</td><td style="width: 30%; text-align: right;">Type B</td></tr> <tr> <td>YES <u>1</u></td><td>DON'T KNOW <u>9 >>4.03</u></td><td><input type="text"/></td></tr> <tr> <td>NO <u>2 >>4.03</u></td><td></td><td><input type="text"/></td></tr> </table>		Type A	Type B	YES <u>1</u>	DON'T KNOW <u>9 >>4.03</u>	<input type="text"/>	NO <u>2 >>4.03</u>		<input type="text"/>																		
	Type A	Type B																										
YES <u>1</u>	DON'T KNOW <u>9 >>4.03</u>	<input type="text"/>																										
NO <u>2 >>4.03</u>		<input type="text"/>																										
(4.02)	<p>For what purpose does your workplace have these contacts, for [WORKER TYPE _] positions ?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"></td><td style="width: 30%; text-align: right;">Type A</td><td style="width: 30%; text-align: right;">Type B</td></tr> <tr> <td>YES <u>1</u></td><td>DON'T KNOW <u>9</u></td><td></td></tr> <tr> <td>NO <u>2</u></td><td></td><td></td></tr> <tr> <td>Recruitment</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Participation in testing of students</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Curriculum development</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Further training of your firm's existing employees</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Provision of work experience for students (internships and apprenticeships)</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td>Other (Specify _____)</td><td><input type="text"/></td><td><input type="text"/></td></tr> </table>		Type A	Type B	YES <u>1</u>	DON'T KNOW <u>9</u>		NO <u>2</u>			Recruitment	<input type="text"/>	<input type="text"/>	Participation in testing of students	<input type="text"/>	<input type="text"/>	Curriculum development	<input type="text"/>	<input type="text"/>	Further training of your firm's existing employees	<input type="text"/>	<input type="text"/>	Provision of work experience for students (internships and apprenticeships)	<input type="text"/>	<input type="text"/>	Other (Specify _____)	<input type="text"/>	<input type="text"/>
	Type A	Type B																										
YES <u>1</u>	DON'T KNOW <u>9</u>																											
NO <u>2</u>																												
Recruitment	<input type="text"/>	<input type="text"/>																										
Participation in testing of students	<input type="text"/>	<input type="text"/>																										
Curriculum development	<input type="text"/>	<input type="text"/>																										
Further training of your firm's existing employees	<input type="text"/>	<input type="text"/>																										
Provision of work experience for students (internships and apprenticeships)	<input type="text"/>	<input type="text"/>																										
Other (Specify _____)	<input type="text"/>	<input type="text"/>																										
(4.03)	<p>What share of [WORKER TYPE _] employees at your firm are fully qualified for the job? %</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"></td><td style="width: 30%; text-align: right;">Type A</td><td style="width: 30%; text-align: right;">Type B</td></tr> <tr> <td></td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr> <td></td><td style="text-align: center;">%</td><td style="text-align: center;">%</td></tr> </table>		Type A	Type B		<input type="text"/>	<input type="text"/>		%	%																		
	Type A	Type B																										
	<input type="text"/>	<input type="text"/>																										
	%	%																										
(4.04)	<p>Did the [WORKER TYPE _] employees in your workplace receive any training last year on the premises of the workplace, such as on the job training, working with or mentored by an experienced employee , or training in special training facilities at the workplace?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"></td><td style="width: 30%; text-align: right;">Type A</td><td style="width: 30%; text-align: right;">Type B</td></tr> <tr> <td>YES <u>1</u></td><td>DON'T KNOW <u>9 >>4.07</u></td><td><input type="text"/></td></tr> <tr> <td>NO <u>2 >>4.07</u></td><td></td><td><input type="text"/></td></tr> </table>		Type A	Type B	YES <u>1</u>	DON'T KNOW <u>9 >>4.07</u>	<input type="text"/>	NO <u>2 >>4.07</u>		<input type="text"/>																		
	Type A	Type B																										
YES <u>1</u>	DON'T KNOW <u>9 >>4.07</u>	<input type="text"/>																										
NO <u>2 >>4.07</u>		<input type="text"/>																										

<p>(4.05)</p>	<p>What share of the [WORKER TYPE _] employees in your workplace received training on the premises of the workplace of each of the following types in the last 12 months: (%)</p> <table border="1"> <tr> <td data-bbox="318 319 1107 424">1 On the job training (learning as they worked at the job, with help from more experienced workers)</td> <td data-bbox="1107 319 1224 424"></td> <td data-bbox="1230 319 1365 424"></td> </tr> <tr> <td data-bbox="318 424 1107 489">2 Training by the firm's managers, technical persons, peers, etc.</td> <td data-bbox="1107 424 1224 489"></td> <td data-bbox="1230 424 1365 489"></td> </tr> <tr> <td data-bbox="318 489 1107 558">3 Training by the firm's dedicated trainers</td> <td data-bbox="1107 489 1224 558"></td> <td data-bbox="1230 489 1365 558"></td> </tr> <tr> <td data-bbox="318 558 1107 728">4 Training on the firm's premises with external trainers (consultants, private training companies, government institutions, etc.)</td> <td data-bbox="1107 558 1224 728"></td> <td data-bbox="1230 558 1365 728"></td> </tr> <tr> <td data-bbox="318 728 1107 779">5 Other (specify _____)</td> <td data-bbox="1107 728 1224 779"></td> <td data-bbox="1230 728 1365 779"></td> </tr> <tr> <td data-bbox="318 779 1107 806">if all zero >>4.07</td> <td data-bbox="1107 779 1224 806">%</td> <td data-bbox="1230 779 1365 806">%</td> </tr> </table>	1 On the job training (learning as they worked at the job, with help from more experienced workers)			2 Training by the firm's managers, technical persons, peers, etc.			3 Training by the firm's dedicated trainers			4 Training on the firm's premises with external trainers (consultants, private training companies, government institutions, etc.)			5 Other (specify _____)			if all zero >>4.07	%	%
1 On the job training (learning as they worked at the job, with help from more experienced workers)																			
2 Training by the firm's managers, technical persons, peers, etc.																			
3 Training by the firm's dedicated trainers																			
4 Training on the firm's premises with external trainers (consultants, private training companies, government institutions, etc.)																			
5 Other (specify _____)																			
if all zero >>4.07	%	%																	
<p>(4.06)</p>	<p>Of the employees who received such training on the workplace premises in the past year, what is the average days per year [WORKER TYPE] received for each of these training methods ?</p> <table border="1"> <thead> <tr> <th></th> <th>Type A</th> <th>Type B</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 999 1107 1079">1 Training by the firm's managers, technical persons, peers, etc.</td> <td data-bbox="1107 999 1224 1079"></td> <td data-bbox="1230 999 1365 1079"></td> </tr> <tr> <td data-bbox="318 1079 1107 1142">2 Training by the firm's dedicated trainers</td> <td data-bbox="1107 1079 1224 1142"></td> <td data-bbox="1230 1079 1365 1142"></td> </tr> <tr> <td data-bbox="318 1142 1107 1247">3 Training on the workplace premises with external trainers (consultants, private training companies, government institutions, etc.)</td> <td data-bbox="1107 1142 1224 1247"></td> <td data-bbox="1230 1142 1365 1247"></td> </tr> <tr> <td data-bbox="318 1247 1107 1299">4 Other (specify _____)</td> <td data-bbox="1107 1247 1224 1299"></td> <td data-bbox="1230 1247 1365 1299"></td> </tr> </tbody> </table>		Type A	Type B	1 Training by the firm's managers, technical persons, peers, etc.			2 Training by the firm's dedicated trainers			3 Training on the workplace premises with external trainers (consultants, private training companies, government institutions, etc.)			4 Other (specify _____)					
	Type A	Type B																	
1 Training by the firm's managers, technical persons, peers, etc.																			
2 Training by the firm's dedicated trainers																			
3 Training on the workplace premises with external trainers (consultants, private training companies, government institutions, etc.)																			
4 Other (specify _____)																			
<p>(4.07)</p>	<p>Did the [WORKER TYPE _] employees in your workplace receive any formal training <u>outside the workplace</u> last year?</p> <table border="1"> <thead> <tr> <th></th> <th>Type A</th> <th>Type B</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 1421 1107 1455">YES 1</td> <td data-bbox="1107 1421 1224 1455"></td> <td data-bbox="1230 1421 1365 1455"></td> </tr> <tr> <td data-bbox="318 1455 1107 1486">NO 2 >>4.10</td> <td data-bbox="1107 1455 1224 1486"></td> <td data-bbox="1230 1455 1365 1486"></td> </tr> </tbody> </table>		Type A	Type B	YES 1			NO 2 >>4.10											
	Type A	Type B																	
YES 1																			
NO 2 >>4.10																			

(4.08)	What share of the [WORKER TYPE _] employees in your workplace received outside training of each of the following types in the last 12 months:	Type A <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %	Type B <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %
(4.09)	How much did your workplace spend on formal training last year for [WORKER TYPE _] employees? (i.e. Training outside the firm)	Type A <input type="text"/> local currency	Type B <input type="text"/>

INTERVIEWER: IF YOU HAVE FINISHED ASKING QUESTIONS FOR Worker Type A, GO BACK TO QUESTION 4.01 TO ASK THE QUESTIONS 4.01-4.09 FOR Worker Type B.

IF YOU HAVE FINISHED ASKING FOR Worker Type B, CONTINUE TO Q 4.10

(4.10)	In your opinion, do you agree or disagree with the following statements describing the technical and vocational training education system [IN COUNTRY]?																		
	<table border="0"> <tr> <td>AGREE</td> <td>1</td> <td>DON'T KNOW</td> <td>9</td> </tr> <tr> <td>DISAGREE</td> <td>2</td> <td></td> <td></td> </tr> </table>	AGREE	1	DON'T KNOW	9	DISAGREE	2												
AGREE	1	DON'T KNOW	9																
DISAGREE	2																		
	<table border="0"> <tr> <td>1</td> <td>Meets the skill needs of my workplace adequately</td> <td><input type="text"/></td> </tr> <tr> <td>2</td> <td>Does not produce enough people with the LEVEL of skills needed in my workplace</td> <td><input type="text"/></td> </tr> <tr> <td>3</td> <td>Does not produce enough people with the KINDS of skills needed in my workplace</td> <td><input type="text"/></td> </tr> <tr> <td>4</td> <td>Does not produce enough people with the UP TO DATE knowledge of methods, materials, and technology</td> <td><input type="text"/></td> </tr> <tr> <td>5</td> <td>Does not produce enough people with PRACTICAL SKILLS</td> <td><input type="text"/></td> </tr> <tr> <td>6</td> <td>Other (specify) _____</td> <td><input type="text"/></td> </tr> </table>	1	Meets the skill needs of my workplace adequately	<input type="text"/>	2	Does not produce enough people with the LEVEL of skills needed in my workplace	<input type="text"/>	3	Does not produce enough people with the KINDS of skills needed in my workplace	<input type="text"/>	4	Does not produce enough people with the UP TO DATE knowledge of methods, materials, and technology	<input type="text"/>	5	Does not produce enough people with PRACTICAL SKILLS	<input type="text"/>	6	Other (specify) _____	<input type="text"/>
1	Meets the skill needs of my workplace adequately	<input type="text"/>																	
2	Does not produce enough people with the LEVEL of skills needed in my workplace	<input type="text"/>																	
3	Does not produce enough people with the KINDS of skills needed in my workplace	<input type="text"/>																	
4	Does not produce enough people with the UP TO DATE knowledge of methods, materials, and technology	<input type="text"/>																	
5	Does not produce enough people with PRACTICAL SKILLS	<input type="text"/>																	
6	Other (specify) _____	<input type="text"/>																	

(4.11) In your opinion, do you agree or disagree with the following statements describing the general educational system?

AGREE 1

DON'T KNOW 9

DISAGREE 2

1 It meets the skill needs of my workplace adequately

2 It does not produce enough people with the LEVEL of skills needed in my workplace

3 It does not produce enough people with the KINDS of skills needed in my workplace

4 it does not produce enough people with PRACTICAL SKILLS

5 Other (specify) _____

(4.12) How do you remunerate your [WORKER TYPE _] workers?

YES 1

NO 2

Fixed salary

Variable salary

Bonus

Commission

TYPE A

TYPE B

(5.01)	How would you describe the financial performance of your company in the last fiscal year?				
	Very poor (large losses over the last year)	1	<input type="text"/>		
	Poor (some losses over the last year)	2			
	Stable (breaking even last year)	3			
	Good (some profits over the last year)	4			
	Very good (large profits over the last year)	5			
	Refuse to answer	8			
	Don't know	9			
(5.02)	How would you describe the prospects for your company in the coming three years?				
	Very poor (strong contraction expected)	1	<input type="text"/>		
	Poor (mild contraction expected)	2			
	Stable	3			
	Good (mild expansion expected)	4			
	Very good (strong expansion expected)	5			
	Refuse to answer	8			
	Don't know	9			
(5.03)	Who is the main buyer of your products or services?				
	Individuals/end users/end consumers	1	<input type="text"/>		
	Other companies	2			
	Government	3			
	NGO's or other	4			
	Don't know	9			
(5.04)	Does your company have international business contacts with entities in other countries?				
	YES	1	DON'T KNOW	9	
	NO	2	<input type="text"/>		

(5.05)	<p>In the past 3 years, has your firm introduced any...</p> <table border="0"> <tr> <td>YES</td> <td>1</td> <td>DON'T KNOW</td> <td>9</td> </tr> <tr> <td>NO</td> <td>2</td> <td></td> <td></td> </tr> </table> <table border="0"> <tr> <td>NEW TECHNOLOGIES</td> <td><input type="text"/></td> </tr> <tr> <td>NEW PROCESSES</td> <td><input type="text"/></td> </tr> <tr> <td>NEW PRODUCTS</td> <td><input type="text"/></td> </tr> <tr> <td>NEW SERVICES</td> <td><input type="text"/></td> </tr> </table>	YES	1	DON'T KNOW	9	NO	2			NEW TECHNOLOGIES	<input type="text"/>	NEW PROCESSES	<input type="text"/>	NEW PRODUCTS	<input type="text"/>	NEW SERVICES	<input type="text"/>		
YES	1	DON'T KNOW	9																
NO	2																		
NEW TECHNOLOGIES	<input type="text"/>																		
NEW PROCESSES	<input type="text"/>																		
NEW PRODUCTS	<input type="text"/>																		
NEW SERVICES	<input type="text"/>																		
(5.06)	<p>Can you please indicate how problematic each of the following <u>labor factors</u> is for the operation and growth of your business?</p> <p>Please answer on a scale of 1 to 5, where 1 means 'no problem' and 5 means 'severe problem'</p> <p>IF DOES NOT APPLY, WRITE '8'</p> <p>IF DO NOT KNOW, WRITE '9'</p> <table border="0"> <tr> <td>EMPLOYMENT PROTECTION LEGISLATION</td> <td><input type="text"/></td> </tr> <tr> <td>LABOR AVAILABILITY</td> <td><input type="text"/></td> </tr> <tr> <td>GENERAL EDUCATION OF WORKERS</td> <td><input type="text"/></td> </tr> <tr> <td>FORMAL TRAINING OF WORKERS</td> <td><input type="text"/></td> </tr> <tr> <td>PREVIOUS EXPERIENCE</td> <td><input type="text"/></td> </tr> <tr> <td>HIGH JOB TURNOVER</td> <td><input type="text"/></td> </tr> <tr> <td>PAYROLL TAXES AND CONTRIBUTIONS</td> <td><input type="text"/></td> </tr> <tr> <td>OVERALL WAGE LEVEL</td> <td><input type="text"/></td> </tr> <tr> <td>MINIMUM WAGE (if exists in [country])</td> <td><input type="text"/></td> </tr> </table>	EMPLOYMENT PROTECTION LEGISLATION	<input type="text"/>	LABOR AVAILABILITY	<input type="text"/>	GENERAL EDUCATION OF WORKERS	<input type="text"/>	FORMAL TRAINING OF WORKERS	<input type="text"/>	PREVIOUS EXPERIENCE	<input type="text"/>	HIGH JOB TURNOVER	<input type="text"/>	PAYROLL TAXES AND CONTRIBUTIONS	<input type="text"/>	OVERALL WAGE LEVEL	<input type="text"/>	MINIMUM WAGE (if exists in [country])	<input type="text"/>
EMPLOYMENT PROTECTION LEGISLATION	<input type="text"/>																		
LABOR AVAILABILITY	<input type="text"/>																		
GENERAL EDUCATION OF WORKERS	<input type="text"/>																		
FORMAL TRAINING OF WORKERS	<input type="text"/>																		
PREVIOUS EXPERIENCE	<input type="text"/>																		
HIGH JOB TURNOVER	<input type="text"/>																		
PAYROLL TAXES AND CONTRIBUTIONS	<input type="text"/>																		
OVERALL WAGE LEVEL	<input type="text"/>																		
MINIMUM WAGE (if exists in [country])	<input type="text"/>																		

(5.07)	<p>Compared to these labor issues, are the following much more, more, similar, less or much less constraint to doing business?</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%;">MUCH MORE CONSTRAINT</td> <td style="width: 10%; text-align: center;">1</td> <td style="width: 50%;">NOT APPLICABLE</td> <td style="width: 10%; text-align: center;">8</td> </tr> <tr> <td>MORE CONSTRAINT</td> <td style="text-align: center;">2</td> <td>DON'T KNOW</td> <td style="text-align: center;">9</td> </tr> <tr> <td>SIMILAR</td> <td style="text-align: center;">3</td> <td></td> <td></td> </tr> <tr> <td>LESS CONSTRAINT</td> <td style="text-align: center;">4</td> <td></td> <td></td> </tr> <tr> <td>MUCH LESS CONSTRAINT</td> <td style="text-align: center;">5</td> <td></td> <td></td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Electricity</td> <td style="width: 20%; border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Telecommunications, Transportation</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Access to Land</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Tax rates, Tax administration</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Customs and Trade Regulations</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Business Licensing and Operating Permits</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Access to Financing (e.g. collateral), Cost of Financing (e.g. interest rates)</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Economic and Regulatory Policy Uncertainty, Macroeconomic Instability (inflation, exchange rate)</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Corruption; Crime, theft and disorder</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>Anti-competitive or informal practices ; Legal system/conflict resolution</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> </table>	MUCH MORE CONSTRAINT	1	NOT APPLICABLE	8	MORE CONSTRAINT	2	DON'T KNOW	9	SIMILAR	3			LESS CONSTRAINT	4			MUCH LESS CONSTRAINT	5			Electricity		Telecommunications, Transportation		Access to Land		Tax rates, Tax administration		Customs and Trade Regulations		Business Licensing and Operating Permits		Access to Financing (e.g. collateral), Cost of Financing (e.g. interest rates)		Economic and Regulatory Policy Uncertainty, Macroeconomic Instability (inflation, exchange rate)		Corruption; Crime, theft and disorder		Anti-competitive or informal practices ; Legal system/conflict resolution	
MUCH MORE CONSTRAINT	1	NOT APPLICABLE	8																																						
MORE CONSTRAINT	2	DON'T KNOW	9																																						
SIMILAR	3																																								
LESS CONSTRAINT	4																																								
MUCH LESS CONSTRAINT	5																																								
Electricity																																									
Telecommunications, Transportation																																									
Access to Land																																									
Tax rates, Tax administration																																									
Customs and Trade Regulations																																									
Business Licensing and Operating Permits																																									
Access to Financing (e.g. collateral), Cost of Financing (e.g. interest rates)																																									
Economic and Regulatory Policy Uncertainty, Macroeconomic Instability (inflation, exchange rate)																																									
Corruption; Crime, theft and disorder																																									
Anti-competitive or informal practices ; Legal system/conflict resolution																																									
(5.08)	<p>Does your workplace have a personnel department?</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">YES</td> <td style="width: 20%; text-align: center;">1 >> 5.10</td> <td style="width: 30%;">DON'T KNOW</td> <td style="width: 20%; text-align: center;">9</td> <td style="width: 10%; border: 1px solid black; height: 20px;"></td> </tr> <tr> <td>NO</td> <td style="text-align: center;">2</td> <td></td> <td></td> <td></td> </tr> </table>	YES	1 >> 5.10	DON'T KNOW	9		NO	2																																	
YES	1 >> 5.10	DON'T KNOW	9																																						
NO	2																																								
(5.09)	<p>Who is responsible for personnel matters, if there is no personnel department?</p> <div style="border-bottom: 1px solid black; height: 20px; width: 100%; margin-top: 10px;"></div>																																								

MODULE 6: INNOVATION

Innovation

6.1 During the last three years, did the firm work on any new characteristics

(invention, new business ideas, new product features, new research results, new process, etc.)?

yes

no

6.2 When the firm defined a new characteristic, what did the firm do with it?

1 Apply for patent

2 Sell the idea/patent to a (business) partner

3 Sell the idea/patent as a license and enjoy royalty

4 Develop the new idea within the firm itself, then commercialize it

5 Did not take any actions

6 Did it some other ways. Please specify.

6.3 In case the firm was involved in developing the innovation process itself, how did it happen?

1 The firm implemented the process itself

2 The firm implemented the process in collaboration with (an)other firm(s) and/or institution(s)/partner(s)

6.4 During the last three years, did the firm commercialize any new inventions, new ideas, products, services, or applied any new production/management process?

yes

no

6.5 If yes, how many of the new products/services, etc. were commercialized and/or how many new processes were adopted during the last three years?

1 New invention, idea, product, service

1

5 - 10

2 - 5

> 10

2 New product/management process

1

5 - 10

2 - 5

> 10

6.6 During the innovation process, to the firm's experience, what have been the most challenging step(s)?

Please check all that apply.

- 1 Research and Development (R&D)
- 2 Technology development or transfer
- 3 Prototyping
- 4 Develop the product
- 5 Organize the innovation team
- 6 Study the market
- 7 Make the business plan and/or business model
- 8 Commercialize the product
- 9 Apply for intellectual property (patent, coypright, trademark, other)
- 10 Technology licensing
- 11 Access to funding (public or private)
- 12 Any other steps. Please specify.

6.7 Does the firm have a Research and Development (R&D) Unit?

yes

--

no

--

6.8 If yes, ?

1. How many employees work in R&D Unit in the last three years

2009

--

2010

--

2011

--

2. What are the top 3 institutes and/or universities from which senior staff working in the unit has received their original training?

6.9 What has been the firm's expenditure for R&D in 2010 (in Million VND)?

< 50

51 - 200

200 - 500

--

500 - 1000

> 1000

6.10 Do you have prior experience? In:

1. Technology development

yes

no

2. Technology transfer (absorption, adaptation)

yes

no

6.11 What are your main interests/needs related to technology use? Please check all that applies.

1 New, unavailable technology

2 Technology upgrading

3 Technology piloting/demos

4 Technology transfer from domestic sources

5 Technology transfer from abroad

6 Training for technology use

7 Knowledge services for technology use

8 Intellectual property protection or management

9 Licensing

10 Other. Please specify.

6.12 Has the firm ever had any cooperation with an outside partner in a project related to researching and commercializing a new invention, idea, product, or service, or applying a new production/management process?

yes

no

6.13 If yes, how many projects has the firm worked on, in collaboration with the outside partner?

1 Overall

1

2 - 5

5 - 10

> 10

2 Research institutes and universities

1

2 - 5

5 - 10

> 10

3 Which research institutes and/or universities? (if more than 3 projects, just mention 3 biggest ones)

Very satisfied	
Fairly satisfied	
Please specify	

Not satisfied

- 1 Technical assistance from sc & eng, management or other GRIs experts
- 2 Use of specialized laboratory facilities and instrumentation
- 3 Access to developed technologies for absorption and adaptation
- 4 Technology commercialization assistance (demos, licensing, dissemination, etc)
- 5 Linkages to other research partners
- 6 Access to information on latest resaerch results
- 7 Other. Please specify

- 1 Technical assistance from university faculty and/or students
- 2 Use of specialized laboratory facilities and instrumentation
- 3 Access to developed technologies for absorption and adaptation
- 4 Technology commercialization assistance (demos, licensing, dissemination, etc)
- 5 Assistance with product design and development practices, and manufacturing practices, processes and technology
- 6 General legal, tax or accounting management services, marketing and networking assistance (business support)
- 7 Access to angel investors, venture capital investors, bank loans, in-house investment funds, loan guarantee programs (support with financing strategy)
- 8 Linkages to other research partners
- 9 Access to information on latest research results
- 10 Other. Please specify

[illegible]

Notes

- 6.6 Item 1 R&D includes the following
- # Pure basic research - experimental and theoretical
 - # Applied research - new knowledge with a specific application
 - # Experimental development of a new product, new product feature, element

Notes

- # R&D can be organized by the firm R&D Unit/staff
- # R&D can be done via contracting with outside research institutes/universities or partnership with other firms/government institutions

Item 2 Technology development and transfer includes technology developed by the firm and technology acquired, assimilated and adapted from other domestic sources and international sources

Item 8 Commercialization is the process of introducing a new product or production method into the market.

Commercialization happens after:

- # the firm decides when to introduce the product(s)
- # the firm decides where to launch the product(s)
- # the firm decides who the target customer groups are

6.7 Research and Development (R&D) and any other similar units such as

- # Research Unit
- # Product Development Unit
- # Innovation Unit
- # Product Design Unit

6.12 "Outside partner": another firm, research institution, university, government agency, etc.

MODULE 6: INNOVATION-continued

Innovation Capacity Building/Training and Funding Policies			
6.18 During the last three years, has the firm implemented any capacity building activities for its employees?			
yes	<input type="checkbox"/>	no	<input type="checkbox"/>
6.19 If yes, please specify which activities among the options below. Please check all that apply.			
1 The firm organizes its own training courses			<input type="checkbox"/>
2 The firm sends its employees to training courses organized by other partners			<input type="checkbox"/>
3 The firm hires technical assistance to work with its employees			<input type="checkbox"/>
4 The firm provides its employees with updated working and learning materials and tools			<input type="checkbox"/>
5 The firm implements other activities. Please specify.			<input type="checkbox"/>
<hr/>			
<hr/>			
<hr/>			
<hr/>			
6.20 If the firm has sent its employees to training programs, what have been the topics and contents of training?			
Please choose from the options below. Check all that apply.			
1 Research and development			<input type="checkbox"/>
2 Prototyping			<input type="checkbox"/>
3 Product development			<input type="checkbox"/>
4 Patenting and licensing			<input type="checkbox"/>
5 Business model and business plan			<input type="checkbox"/>
6 Production			<input type="checkbox"/>
7 Business development (marketing, distribution channels, etc.)			<input type="checkbox"/>
8 Human resource development			<input type="checkbox"/>
9 Organization management			<input type="checkbox"/>
10 Business legal issues			<input type="checkbox"/>
11 Access to funding, including application for competitive funding			<input type="checkbox"/>
12 Any other topics. Please specify.			<input type="checkbox"/>
<hr/>			
<hr/>			
<hr/>			
<hr/>			

6.21 What are the firm's needs to building the capacity to innovate via training of employees?

Please choose from the options below. Check all that apply.

- 1 No need for any capacity building
- 2 Research and development
- 3 Prototyping
- 4 Product development
- 5 Patenting and licensing
- 6 Business model and business plan
- 7 Production
- 8 Business development (marketing, distribution channels, etc.)
- 9 Human resource development
- 10 Business legal issues
- 11 Application for competitive funding (concept note and proposal development)
- 12 Any other issues. Please specify.

6.22 Have you participated in competitive grant processes?

yes

☐

no

☐

1 If yes, what kind? (Name or describe competitive funding process)

--

2 Did you apply alone or with a partner? If with a partner, which kind?

alone

☐

other firm

☐

university

☐

research institute

☐

Other. Please specify.

--

3 Did you obtain a grant or not?

yes

☐

no

☐

4 What were some of the main constraints/obstacles encountered during the application and review process? Please specify.

6.23 What are/have been some of the effective ways of financing science and technology for your firm? Please check all that applies.

- 1 Access to seed level capital
- 2 Access to venture capital (or other later stage equity financing) and venture capital services
- 3 Competitive grants
- 4 Joint ventures with other firms
- 5 Public-private partnerships
- 6 Tax or other relief for R&D expenses

High

Medium

Low

6.24 What could be done to make financing mechanisms for science and technology more effective? Please check all that applies.

- 1 Training for firms to identify and present their needs for financing
- 2 Training for firms to participate in diverse financing mechanisms
- 3 Simplify procedures for obtaining different types of finance
- 4 Diversifying financing mechanisms to fit the diverse finance needs of SMEs (tax incentives for investment in SMEs, SME targeted grants, etc)
- 5 Development of angel investors, including diaspora, and angel investor networks
- 6 Development of better global networks to attract domestic and foreign investors from the private sector
- 7 Tax incentives for investment in SMEs
- 8 Other. Please specify.

6.25 What type of support would you need to cooperate with universities and research institutes? Please check all that applies.

- 1 Competitive grant funds for partnerships with universities and research institutes to collaborate in R&D, product development
- 2 Competitive grant funds for partnerships with universities and research institutes to collaborate in business development needs
- 3 Competitive grant funds for partnerships with universities and research institutes to find, access, acquire, adapt new technologies
- 4 Assistance in finding a research institute or university partner
- 5 Assistance in identifying key innovation needs

6 Assistance in networking within the same sector/sub-sector (technology platforms)

7 Assistance in developing a project plan and project management

8 Funds to purchase and share specialized equipment/instrumentation

9 Assistance with legal agreements (contract, IPR, etc)

10 Other. Please specify.

SHOW CARD #2

- **Age**
- **Appearance**
- **Gender**
- **Family relations or personal ties**

SHOW CARD #3

- **Ability to read and write in official language**
- **Ability with calculations and numbers**
- **Job specific skills**
- **Communication**
- **Leadership**
- **Teamwork skills**
- **Creative and critical thinking**
- **Problem solving**
- **Ability to work independently**
- **Time management skills**
- **Foreign language skills**

SHOW CARD #4

- **Conscientiousness**
- **Emotional stability**
- **Agreeableness**
- **Extraversion**
- **Openness to experience**

SHOW CARD #5

GROUP 1- Personal characteristics

- . Age
- . Appearance
- . Gender
- . Family relations or personal ties

GROUP 2- Job-related skills

- . Ability to read and write in official language
- . Ability with calculations and numbers
- . Job specific skills
- . Communication
- . Leadership
- . Teamwork skills
- . Creative and critical thinking
- . Problem solving
- . Ability to work independently
- . Time management skills

Foreign language skills

GROUP 3- Personality Traits

- . Conscientiousness
- . Emotional stability
- . Agreeableness
- . Extraversion
- . Openness to experience