

QUESTIONNAIRE NUMBER **id**

CELL ID **cell id**

ROTATION NUMBER **rotation**

THE WORLD BANK
Tanzania Firm-Level Skills Survey 2015

GPS Coordinates				
poslat	N	S	Degrees (Latitude)	Lat
poslon	E	W	Degrees (Longitude)	Lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.1 Country

a1=35

A.1a Language

a1a

A.2

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

A.3a

	Screening 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	Screening sector a4b
Food	15	15
Textiles	17	17
Garments	18	18
Fabricated metal products	28	28
Furniture	36	36
IT	72	72
Hotel and restaurants: section H	55	55
Construction Section F:	45	45
Transport Section I: (60-64)	60	60

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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
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**

--

A.13 Supervisor code **a13**

--

--	--	--	--	--	--	--	--	--	--

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 about the skill profile, training and employers' opinions and expectations about the skill needs of the private sector in **Tanzania**. The information gathered will help the World Bank and the Government of Tanzania to develop new skill policies and programs to enhance job creation, firm performance 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. For your participation in this survey, a summary of the main findings of this study will be shared with you upon completion of the study.

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.1What 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 THAT 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 0, GO TO B.4
IF 100% END INTERVIEW

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

B.2b1 What is the country of origin of the main private foreign owner?

	Name of country
Name of the country	b2b1x
DON'T KNOW (SPONTANEOUS)	-9

B.4 Amongst the owners of the firm, are there any females?

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

b4

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

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.7b	How many years of education does the Top Manager have?
-------------	--

	Years
Manager's years of education	b7b
DON'T KNOW (SPONTANEOUS)	-9

B.7a	Is the Top Manager female?
-------------	----------------------------

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

b7a

--	--	--	--	--	--	--	--	--	--

D. SALES AND MARKETS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

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

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 or 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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

FY	What is the period of the last complete fiscal year for this establishment? INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, FILL IN USING PERIOD JULY 1, 2013 TO JUNE 30 2014
-----------	--

Fiscal year Begins

Month (mm)	Year (yyyy)
fymonb	fyyearb

Fiscal year Ends

Month (mm)	Year (yyyy)
fymone	fyyeare

N.3	Three complete fiscal years ago (i.e., last complete fiscal year MINUS two), what were the total annual sales for this establishment?
------------	--

	TZS
Total annual sales three fiscal years ago	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

D.3	<p>In the last complete fiscal year, what percentage of this establishment's sales were:</p> <p>SHOW CARD 3</p> <p>(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)</p>
------------	--

	Percent	DON'T KNOW (SPONT.)	
National sales	d3a %	-9	<i>IF 100, GO TO QUESTION L.1</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF > 0 GO TO QUESTION D.8</i>
Direct exports	d3c %	-9	<i>IF > 0, GO TO QUESTION D.8</i>
	100%		

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

--	--	--	--	--	--	--	--	--	--

L. SKILLS AND 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	<p>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</p> <p>(Permanent, full-time employees are defined as all paid employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and work a full shift)</p> <p>(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).</p>
------------	---

	Number
Permanent, full-time workers the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2	<p>Three complete fiscal years ago (i.e., last complete fiscal year MINUS two), how many permanent, full-time individuals worked in this establishment? Please include all employees and managers</p> <p>(Permanent, full-time employees are defined as all paid employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and work a full shift)</p> <p>(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).</p>
------------	--

	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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

L.3	How many full-time temporary employees did this establishment employ three complete fiscal years ago?
------------	---

	Number
Full-time seasonal or temporary workers employed three fiscal years ago	13
DON'T KNOW (SPONTANEOUS)	-9

L.4	What percentage of the full-time, permanent workers of this establishment have completed the following as their highest level of education? SHOW CARD 4
------------	---

	Percent	DON'T KNOW ((SPONTANEOUS))
Primary school or below	14a %	-9
Lower secondary school	14b %	-9
Upper secondary school	14c %	-9
Higher (Tertiary) education	14d %	-9
	100%	

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

L.5	What percentage of the full-time permanent workers have completed TVET?
------------	---

	Percent
Percentage of full time permanent workers who completed TVET	15
DON'T KNOW (SPONTANEOUS)	-9

--	--	--	--	--	--	--	--	--	--

OCCUPATIONS

	L.7 In the last completed fiscal year, how many permanent, full-time individuals working in this establishment were in the following categories? DON'T KNOW=-9 SHOW CARD 5	L.8 In the last completed fiscal year, how many foreign permanent, full-time individuals working in this establishment were of the following category? DON'T KNOW=-9 SHOW CARD 5
	Number	Number
Managers	17a	18a
Professionals	17b	18b
Technicians and Associate Professionals	17c	18c
Clerical Support workers	17d	18d
Service and sales workers	17e	18e
Plant and machine operators and assemblers	17f	18f
Others	17g	18g

INTERVIEWER:

- 1) IF ANY OF THE CATEGORIES IN L7 =0 OR DON'T KNOW, THEN RECORD -7 IN CORRESPONDING VARIABLE IN L.8
- 2) PLEASE MAKE SURE THAT L7a TO L7g SUM TO L.1

L.9	In the last completed fiscal year, what was the average gross wage/salary per month of a current, permanent, full-time employee in the following occupational category? INTERVIEWER: IF WAGES ARE PAID TWICE A MONTH, PLEASE CONVERT INTO MONTHLY WAGE SHOW CARD 5
------------	--

	Average gross wage/salary in TZS	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Managers	19a	-9	-7
Professionals	19b	-9	-7
Technicians and Associate Professionals	19c	-9	-7
Clerical Support workers	19d	-9	-7
Service and sales workers	19e	-9	-7
Plant and machine operators and assemblers	19f	-9	-7
Others	19g	-9	-7

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

L.16	<p>How do you rate the level of skills of the establishment's permanent employees compared to what the establishment needs for the following types of skills?</p> <p>SHOW CARD 6</p> <p>INTERVIEWER: PLEASE READ OUT THE QUESTIONS</p>
-------------	--

	Below required	As required	Above required	(SPONTANEOUS)	
				DON'T KNOW	DOES NOT APPLY
Interpersonal and communication skills I16a	0	1	2	-9	-7
Writing skills I16b	0	1	2	-9	-7
Problem solving skills I16c	0	1	2	-9	-7
Critical thinking skills I16d	0	1	2	-9	-7
Work ethic I16e	0	1	2	-9	-7
English skills I16f	0	1	2	-9	-7
Computer skills / General IT skills I16g	0	1	2	-9	-7
Technical skills, other than computers / vocational, job-specific skills I16h	0	1	2	-9	-7

--	--	--	--	--	--	--	--	--	--

VACANCIES AND HIRING

L.10	Over the last two completed fiscal years, did this establishment have any job vacancies?
-------------	--

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

GO TO QUESTION L.17

GO TO QUESTION L.17

110

	L.10a How many of these vacancies in this establishment were in the following categories? SHOW CARD 7	L.10b How many of these vacancies were filled? SHOW CARD 7	L.10c What was the average number of weeks required to fill these vacancies? SHOW CARD 7
	Number	Number	Number
Managers	110a1	110b1	110c1
Professionals	110a2	110b2	110c2
Technicians and Associate Professionals	110a3	110b3	110c3
Clerical Support workers	110a4	110b4	110c4
Service and sales workers	110a5	110b5	110c5
Plant and machine operators and assemblers	110a6	110b6	110c6
Others	110a7	110b7	110c7

INTERVIEWER: IF ANY OF THE CATEGORIES IN L10a =0 OR DON'T KNOW, THEN RECORD -7 IN CORRESPONDING VARIABLE IN L10b AND L10c

OR

IF ANY OF THE CATEGORIES IN L10b =0 OR DON'T KNOW, THEN RECORD -7 IN CORRESPONDING VARIABLE IN L10c

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

L.11	Over the last two completed fiscal years, did this establishment encounter the following problems when trying to hire workers? INTERVIEWER: PLEASE READ OUT
-------------	---

	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
There were no or few applicants I11a	1	2	-9	-7
Applicants lacked required skills I11b	1	2	-9	-7
Applicants expected wages higher than we can offer I11c	1	2	-9	-7
Applicants did not like working conditions I11d	1	2	-9	-7
Other (Specify)_ I11ex	1	2	-9	-7

L.12	By looking at card 8, can you tell me among the following skills which are the three most important type of skills for deciding whether to hire an employee? SHOW CARD 8 INTERVIEWER: DO NOT READ OUT
-------------	---

1=Interpersonal and communication skills
2=Writing skills
3=Problem solving skills
4=Critical thinking skills
5=Work ethic
6=English skills
7=Computer skills / General IT skills
8=Technical skills, other than computers / vocational, job-specific skills

		DON'T KNOW (SPONT.)	DOES NOT APPLY (SPONT.)
First most important skills	I12a	-9	-7
Second most important skills	I12b	-9	-7
Third most important skills	I12c	-9	-7

Rotation (option 1 or 2)	I12r
---------------------------	-------------

--	--	--	--	--	--	--	--	--	--

INTERVIEWER, PLEASE MARK THE FOLLOWING BASED ON ANSWER TO I10b1 to I10b7

AT LEAST ONE of the questions I10b1 to I10b7 >0	1	CONTINUE WITH L.13
NONE of the questions I10b1 to I10b7 >0	2	GO TO L.17
		I10b_check

L. 13. Please list the three **main** public or private **universities** attended by employees hired by this establishment over the last two fiscal years, and rate the quality of the employees hired from each university. **Main** refers to the university from which the highest number of employees were hired.

SHOW CARD 9

Name of the university	Location (town/city) of the University	Type of University: Public=1, Private=2	Quality of the employees hired: 1-Very Poor, 2-Poor, 3-Good, 4-Very good,
-9 DON'T KNOW	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY
I13a1x	I13b1x	I13c1	I13d1
I13a2x	I13b2x	I13c2	I13d2
I13a3x	I13b3x	I13c3	I13d3

--	--	--	--	--	--	--	--	--	--

L. 14. Please list the three **main TVET or other tertiary-level technical** institution attended by employees hired by this establishment over the last two fiscal years, and rate the quality of the employees hired from these institutions. **Main** refers to the **TVET or other tertiary-level technical** intuition from which the highest number of employees were hired.

SHOW CARD 10

Name of the TVET or other tertiary-level technical	Location (town/city) of the institution	Type of TVET or other tertiary-level technical institution: Public=1, Private=2	Quality of the employees hired: 1-Very Poor, 2-Poor, 3-Good, 4-Very good,
-9 DON'T KNOW	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY
I14a1x	I14b1x	I14c1	I14d1
I14a2x	I14b2x	I14c2	I14d2
I14a3x	I14b3x	I14c3	I14d3

L. 15. Please list the three **main** public or private **secondary schools** attended by employees hired by this establishment over the last two fiscal years, and rate the quality of the employees hired from each school. **Main** refers to the school from which the highest number of employees were hired.

SHOW CARD 11

Name of the secondary school	Location (town/city) of the school	Type of school: Public=1, Private=2	Quality of the employees hired : 1-Very Poor, 2-Poor, 3-Good, 4-Very good,
-9 DON'T KNOW	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY	-9 DON'T KNOW -7 DOES NOT APPLY
I15a1x	I15b1x	I15c1	I15d1
I15a2x	I15b2x	I15c2	I15d2
I15a3x	I15b3x	I15c3	I15d3

--	--	--	--	--	--	--	--	--	--

SKILLS AND TRAINING

L.17	Over the last two fiscal years, due to employee shortages or skills gaps of the workforce , did this establishment experience the following difficulties? INTERVIEWER: READ OUT
-------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY
Maintaining production levels according to demand (or planned output) I17a	1	2	-9	-7
Maintaining consistent quality I17b	1	2	-9	-7
Implementing new technology or improving production processes I17c	1	2	-9	-7
Developing new products I17d	1	2	-9	-7
Effective sales and marketing I17e	1	2	-9	-7

L.18a	Over the past two fiscal years, did this establishment conduct any (<i>beyond “on the job”</i>) formal training programs in-house or outside the establishment’s premises for its permanent, full-time employees?
--------------	---

Yes	1	GO TO QUESTION L.26 GO TO QUESTION L.26
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

I18a

L.18	In the last two fiscal years, did this establishment conduct formal (<i>beyond “on the job”</i>) in-house training programs for its permanent full-time employees?
-------------	--

Yes	1	GO TO QUESTION L.21 GO TO QUESTION L.21
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

I18

L.19	What percent of this establishment’s permanent full time employees received formal in-house training?
-------------	---

	Percent
Percentage received training	I19 %
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

L.20	Who was the main training provider of the in-house training? SHOW CARD 12
-------------	--

In-house training staff	1
Public TVET Trainers	2
Consultants / private training firms	3
Industry/association trainers	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

120

L.21	In the last two fiscal years, did this establishment send its permanent full-time employees to formal (<i>beyond “on the job”</i>) training programs outside its premises ?
-------------	---

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

GO TO QUESTION L.26

GO TO QUESTION L.26

121

L.22	What percent of this establishment's permanent full time employees received formal training programs outside its premises?
-------------	--

	Percent
Percentage received training	122 %
DON'T KNOW (SPONTANEOUS)	-9

L.23	Who was the main training provider of the outside training? SHOW CARD 13
-------------	--

Universities	1
Public TVET	2
Private TVET	3
Industry Association/chamber of commerce	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

123

--	--	--	--	--	--	--	--	--	--

L. 25. Please list the three **main** public and private training institutions used by this establishment for external training in the last two fiscal years and assess the quality of the training provided. **Main** refers to training institutions where the highest number of this establishment's employees were trained.

SHOW CARD 14

Name of the institution	Location (town/city)	Type of institution: Public=1, Private=2	Quality of the training: 1=Very Poor, 2=Poor, 3=Good, 4=Very good,
-9= DON'T KNOW	-9= DON'T KNOW -7= DOES NOT APPLY	-9= DON'T KNOW -7= DOES NOT APPLY	-9= DON'T KNOW -7= DOES NOT APPLY
I251a	I251b	I251c	I251d
I252a	I252b	I252c	I252d
I253a	I253b	I253c	I253d

L.24	Over the last two fiscal years, how much did this establishment spend on formal (in-house and external) training programs for its permanent full-time employees?
-------------	--

	TZS	
Expenditures on formal training programs	I24	GO TO QUESTION L.27
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.27

L.26	What was the MAIN reason why this establishment did not conduct any formal training programs for its permanent full-time employees? SHOW CARD 15
-------------	--

Too expensive/not cost efficient	1
Training programs/trainers were not available	2
Training would not be useful	3
If training provided, workers will leave for other firms	4
Cannot afford for my staff not to work while taking the training	5
DON'T KNOW (SPONTANEOUS)	-9

I26

--	--	--	--	--	--	--	--	--	--

OUTSOURCING SERVICES

L.27	In the last completed fiscal year, did this establishment outsource engineering services to the following?
-------------	--

	Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Foreign Firms l27a	1	2	-9	-7
Domestic Firms l27b	1	2	-9	-7

L.28	In the last completed fiscal year, did this establishment outsource architectural services to the following?
-------------	--

	Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Foreign Firms l28a	1	2	-9	-7
Domestic Firms l28b	1	2	-9	-7

L.29	In the last completed fiscal year, did this establishment outsource IT services to the following?
-------------	---

	Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Foreign Firms l29a	1	2	-9	-7
Domestic Firms l29b	1	2	-9	-7

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

L.30	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 16
-------------	--

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7

--	--	--	--	--	--	--	--	--	--

H. INNOVATION AND TECHNOLOGY USE

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. Show cards used in this section are different from those used in previous questions. Show cards for this section contain examples of innovation. However, the lists in the show cards are meant as an example and do not contain all possible innovations.

H.1	During the last three years, has this establishment introduced new or significantly improved products or services ? SHOW CARD 17
------------	---

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

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

h1

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 18
------------	---

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

h3

H.4	During the last three years, has this establishment introduced any new or significantly improved logistics, delivery or distribution method or any new or significantly improved supporting activity ? SHOW CARD 19
------------	---

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

h4

H.5	During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices ; SHOW CARD 20
------------	--

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

h5

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

H.6	During the last three years, has this establishment introduced any new or significantly improved marketing methods ? SHOW CARD 21
------------	--

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

h6

H.7a	During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys? SHOW CARD 22
-------------	--

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

GO TO QUESTION H.8

GO TO QUESTION H.8

h7a

H.7b	In the last complete fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
-------------	--

	TZS
Expenditures on formal research and development activity	h7b
DON'T KNOW (SPONTANEOUS)	-9

H.8	Does this establishment have an internationally-recognized quality certification? (INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)
------------	--

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

GO TO QUESTION H.9

GO TO QUESTION H.9

h8

H.8a	What is the name of the certification?
-------------	--

Name of Certifications	h8ax
------------------------	-------------

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

H.9	At present time, does this establishment use technology licensed from a foreign-owned company, excluding office software?
------------	---

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

h9

H.9a	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

h9a

H.10	At the present time, does this establishment have its own website?
-------------	--

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

h10

--	--	--	--	--	--	--	--	--	--

K. INVESTMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you few questions about this establishment's investments in fixed assets.

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 N.2**GO TO QUESTION N.2***k4**

N.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

--	--	--	--	--	--	--	--	--	--

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 23**

	TZS	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total cost of sales	n2p	-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?

INTERVIEWER: READ OUT

	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:
-------------	--------------------------------------

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m