

**THE WORLD BANK**  
**Enterprise Survey**  
*Manufacturing plus services Module*

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

**Location / Governorate**

A.1	Governorate
Damascus	1
Aleppo	2
Hama	3
Homs	4
Latakia	5

A.4 Size	Sampling size	Screener Size
Small ( $\geq 5$ and $\leq 19$ )	1	1
Medium ( $=20$ and $\leq 99$ )	2	2
Large ( $\geq 100$ )	3	3

*If firm operates in the manufacturing sector and has less than 5 permanent employees stop interview*

**A.2 City/town**

**A.3**

Industry

sector

Manufacturing	Food processing	15
	Textiles	17
	Garments	18
	Chemicals	24
	Plastics & rubber	25
	Non metallic mineral products	26
	Basic metals	27
	Fabricate metal products	28
	Machinery and equipment	29
	Electronics (31 & 32)	31
	Other manufacturing	2
Services	Wholesale	51
	Retail	52
	IT	72
	Tourism	55
	Other services	50
Other	Construction	45

**A.5** In fiscal year **2008**, what percent of this establishment's total annual sales came from the following activities:

	Percent
a. Manufacturing	%
b. Services ( <i>Includes commerce retail and wholesale</i> )	%
c. Other	%
	<b>100%</b>

**A.6 Interviewer code**

**A.7 Supervisor code**

Company information	
Company / Establishment name	
street Address	
Telephone number	
Fax number	
E-mail	
Name of Interviewee	
Position	

**A.8 Time face-to-face interview begins:**

Date (mm/dd)	Hour	Minutes	AM/PM

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**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the investment climate in Syria. The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support growth. Your answers should reflect only your experience of doing business in your country.

Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

**B. GENERAL INFORMATION**

**INTERVIEWER: READ THE FOLLOWING IF ESTABLISHMENT IS PART OF A LARGER FIRM.**

We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

<b>1.</b>	What is this firm's current legal status?  <b>INTERVIEWER: SHOW TABLE</b>
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Cooperative ( <i>tadhamun</i> )	1	Holding company ( <i>qabidha</i> )	5
<i>Tawsyia baseeta</i>	2	Sole proprietorship ( <i>fardyia</i> )	6
Mixed company ( <i>mushtarika</i> )	3	Partnership company ( <i>ta'awunyia</i> )	7
Shareholding company ( <i>musahama</i> )	4	Other (specify _____)	8

<b>2.</b>	What percent of this firm is owned by each of the following:  <b>INTERVIEWER: SHOW TABLE</b>
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	<b>Percent</b>
a. Private domestic individuals, companies or organizations	%
b. Private foreign individuals, companies or organizations	%
c. Government/State	%
d. Other	%
	<b>100%</b>

**INTERVIEWER: CHECK TOTAL SUMS TO 100%**

<b>3.</b>	How many establishments (separate factories stores or service outlets) does your firm have in this country?
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Factories	Stores	Service Outlets
<i>Specify Number:</i>	<i>Specify Number:</i>	<i>Specify Number:</i>

4. Is the principal owner (or one of the principal owners) a female?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

5. Are any of the senior managers female?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

6. In what year did this establishment begin operations in this country?

	<b>Year</b>
Year establishment began operations	

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

7. In fiscal year 2008, what were this establishment's two main products and what share of sales they accounted for?

**INTERVIEWER: SHOW TABLE**

	Description	Code	% of total revenue
a. First			
b. Second			

**INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%**

**C. SALES AND SUPPLIES**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.

8. Last year what percent of this establishment's sales were:

**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

	Percent	
a. National sales	%	<b><u>IF 0 GO TO 10</u></b>
b. Indirect exports <i>[sold domestically to third party that exports products]</i>	%	<b><u>IF 100, GO TO 10</u></b>
c. Direct exports	%	<b><u>IF 100, GO TO 10</u></b>
	<b>100%</b>	

**INTERVIEWER: CHECK TOTAL ADDS UP TO 100%**

9. Approximately what percentage of your establishment's domestic sales in the last year were to:

Organizations	% of Domestic Sales
The government (Ministries ect..)	
State owned firms	
Large Syrian private firms (≥ 100 workers)	
Small and medium firms or individuals and retailers	
Wholesalers	
Others <i>specify</i>	
<b>Total</b>	<b>100%</b>

**INTERVIEWER: If 8a=100 GO TO 14a**

**If 8c=0 GO TO 14a**

10. In what year did this establishment first export directly or indirectly?

	<b>Year</b>
When began exporting directly or indirectly	

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**11.** Which countries were the three biggest destinations of your establishment's exports in the last year and what percent of your exports did each of them account for?

Countries	% of total exports

**INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%**

**12a.** During last year when this establishment exported goods directly, what was the average number of days that it took from the time this establishment's goods arrived to their main point of exit [e.g., port, airport] until the time these goods cleared customs?

**12b.** And what was the longest number of days?

	Days
Average number of days to clear customs	
Longest number of days to clear customs	

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

**12c.** Did you have to make an extra payment whether formal or informal) to expedite the clearance process (Including payments to agents, if applicable)?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**13a.** Last year in 2008, what percent of the consignment value of the products exported directly was lost while in transit because of theft?

	as % of consignment value
Losses due to theft	%

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**13b.** During last year in 2008 what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

	as % of consignment value
Losses due to breakage or spoilage	%

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**14a.** In fiscal year 2008, what percent of the consignment value of products this establishment shipped to domestic markets was lost while in transit because of theft?

	as % of consignment value
Losses due to theft	%

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**14b.** In fiscal year 2008 what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	<b>as % of consignment value</b>
Losses due to breakage or spoilage	%

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**15.** During last year as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were:

	<b>Percent</b>
a. Material inputs and/or supplies of domestic origin	%
b. Material inputs and/or supplies of foreign origin	%
	<b>100%</b>

**IF 0 GO TO QUESTION 18**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**16.** Of the material inputs and/or supplies purchased in fiscal year 2008, were any of these imported directly?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION 18**

**17a.** During last year, when this establishment imported material inputs and/or supplies, what was the average number of days that it took from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

**17b.** And what was the longest time?

	<b>Days</b>
Average number of days to clear customs	
Longest number of days to clear customs	

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

**17c.** Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (Including payments to agents, if applicable)?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

<b>18.</b>	At the time you receive delivery of your most important input or supply, how many days of inventory do you typically have on hand?
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<b>Days of inventory of most important input</b>	<b>Days</b>
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**INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND**

<b>19.</b>	What percent of your purchased material inputs / supplies are of lower than agreed upon quality?
<i>Specify percent of purchased material:</i>	

## D. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

**20a.** Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a scale from 0 to 4, 0 being “No obstacle” and 4 being a “Very severe obstacle”.

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
1. Telecommunications	0	1	2	3	4	-9	-7
2. Electricity	0	1	2	3	4	-9	-7
3. Transportation	0	1	2	3	4	-9	-7
4. Access to water	0	1	2	3	4	-9	-7
5. Access to land	0	1	2	3	4	-9	-7
6. Regulatory uncertainty	0	1	2	3	4	-9	-7
7. Tax rates	0	1	2	3	4	-9	-7
8. Tax administration	0	1	2	3	4	-9	-7
9. Customs administrations	0	1	2	3	4	-9	-7
10. Labor regulations	0	1	2	3	4	-9	-7
11. Foreign trade regulations	0	1	2	3	4	-9	-7
12. Skills and education of available workers	0	1	2	3	4	-9	-7
13. Business licensing and operating permits	0	1	2	3	4	-9	-7
14. Access to financing (e.g. interest rate, collateral)	0	1	2	3	4	-9	-7
15. Macroeconomic uncertainty (e.g. inflation, exch. Rate)	0	1	2	3	4	-9	-7
16. Corruption	0	1	2	3	4	-9	-7
17. Crime, theft and disorder	0	1	2	3	4	-9	-7
18. Anti-competitive or informal practices	0	1	2	3	4	-9	-7
19. Legal system / conflict resolution	0	1	2	3	4	-9	-7

**20b.** Among the alternatives in question 20, please tell us which one constitutes:  
i) The biggest obstacle for the operation and growth of your establishment  
ii) The second biggest obstacle for the operation and growth of your establishment

*i. Biggest obstacle:*

*ii. Second biggest obstacle:*

**E. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

**The questions that follow assess how infrastructure and infrastructure services affect this establishment.**

<b>21</b>	Over the last year did this establishment experience the following service interruptions...?
<b>21a</b>	How many times during the last year did your establishment experience the following service interruptions?
<b>21b</b>	How many hours did they last on average?
<b>21c</b>	What were the total losses <u>over the year</u> resulting from these interruptions as a percentage of the sales value?  <i>(*Please include losses due to lost production time from the outage time needed to reset machines and production and sales lost due to processes being interrupted.)</i>

	<b>a. Number of Times</b>	<b>b. Average Duration (hours)</b>	<b>c. Lost Value (*) %</b>	<b>Does not apply</b>
i. power outages or surges from the public grid				-7
ii. insufficient water supply for production				-7
iii. interruption in telecommunication services				-7
iv. Internet connection				-7

<b>22.</b>	Does this establishment own or share a generator?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION 25**  
**GO TO QUESTION 25**

<b>23.</b>	If YES, what was the generator's original cost to your establishment?
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	<b>SYP</b>
Total cost of generator	

<b>24.</b>	What percent of this establishment's electricity comes from a generator or generators that the establishment shares?
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	<b>Percent</b>
Percent electricity from generators	%

<b>25.</b>	What percentage of your establishment's water supply, used in the production process, do you get from:
a. Public sources	
b. Your own well or a shared well	
c. Purchased from private vendors	
<b>Total</b>	<b>100%</b>

**26.** During last year, what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport? ( local)

	<b>Percent</b>
Percent shipped with own transport	%

<b>27.</b>	What is your <u>main</u> transport mode used when shipping products and / or inputs and supplies? ( <i>Single response</i> )
01	Land Transport
02	Air Transport
03	Maritime Transport

**28.** Thinking about the present time, its communications with clients or suppliers does this establishment use?

	Yes	No	<b>Don't know</b>
a. E-mail	1	2	<b>-9</b>
b. Its own website	1	2	<b>-9</b>

**29. FOR SERVICE FIRMS ONLY**  
Is this establishment's Internet connection used to:

	Yes	No	<b>Don't know</b>	<b>NA</b>
a. Communicate with clients and suppliers	1	2	<b>-9</b>	<b>-7</b>
b. Make purchases for this establishment	1	2	<b>-9</b>	<b>-7</b>
c. Deliver services to this establishment's clients	1	2	<b>-9</b>	<b>-7</b>
d. Do research and develop ideas on new products and services	1	2	<b>-9</b>	<b>-7</b>

**F. DEGREE OF COMPETITION**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

Now we turn to the topic of competition

**30.** Thinking of your firm’s major product line or main line of services how many competitors do you currently face ? *(Specify Number of Competitors)*

**(Enumerator: Code as ‘555’ if the person does not know exactly how many, but knows it is more than 20)**

TOTAL		<b>Don’t know</b>
<i>Of Which:</i>		
Local Private		<b>-9</b>
Foreign private		<b>-9</b>
Public sector		<b>-9</b>

**31.** How much have your sales changed (grown or declined) during the last two fiscal years?  
*(\* a .circle one for either decreased or increased and b. specify % change)*

Year	a. *Increased/decreased	b. % change
2007	+ / -	_____ %
2008	+ / -	_____ %

**ENTER –99 if firm was not operating before 2008**

**32.** Looking to next fiscal year ( 2009), what is your expectation for sales of this establishment’s main product/ service?

1	Increase	%
2	Remain the same	
3	Decrease	%
<b>-9</b>	<b>Don’t know</b>	

**33.** Have prices of this establishment’s main product/service increased, remained the same, or decreased during the last fiscal year – Specify %

1	Increased	%
2	Remained the same	
3	Decreased	%
<b>-9</b>	<b>Don’t know</b>	

**34.** How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products on a scale of 0 to 4, 0 being “Not at all important” and 4 being “Very important”.

	Not at all important	Slightly important	Fairly important	Very important	Don't know	NA
a. Pressure from domestic competitors	01	02	03	04	-9	-7
b. Pressure from foreign competitors	01	02	03	04	-9	-7

**35.** Is the selling price ( or margin) of your main product line or input fixed by the government or a public age:

a) In the local market ? \_\_\_\_\_ Yes =1 No=2

b) When you export it ? \_\_\_\_\_ Yes =1 No=2

**36.** Does this establishment compete against unregistered or informal firms?

Yes	1
No	2
Don't know	-9

**If firm does not compete against informal or unregistered firms got to next section**

**37.** Please judge how problematic are the following practices of your competitors for your firm? Evaluate the following on a scale from 0 to 4, 0 being “No obstacle” to 4 being a “Very severe obstacle”.

	No obstacle	Minor obstacle	Moderate obstacle	Severe obstacle	Very severe obstacle	NA
Avoid sales tax, corporate or other taxes	0	1	2	3	4	-7
Do not pay duties or observe trade regulations	0	1	2	3	4	-7
Avoid labor taxes / regulations (e.g. social security)	0	1	2	3	4	-7
Violate my copyrights, patents or trademarks	0	1	2	3	4	-7
Receive subsidies from national / local government	0	1	2	3	4	-7
having favored access to credit, infrastructure services or customers	0	1	2	3	4	-7
Conspire to limit my access to markets or supplies	0	1	2	3	4	-7

**F. CAPACITY INNOVATION AND LEARNING**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

We now turn to the topic of this establishment's capacity

**38.** During last year and in 2007, what was this establishment's average capacity utilization over the last year and the year before?  
*(Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)*

	2008	2007
Capacity utilization	%	%

**39.** During last year, how many hours per week did this establishment normally operate?

	Hours per week
Typical hours of operation in a week	

**40.** Does this establishment have an internationally-recognized quality certification?

**INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000 or HACCP for food or AATCC for textiles**

Yes	1
No	2
Still in process	-6
<b>Don't know</b>	<b>-9</b>

**41.** Does this establishment at present uses technology licensed from a foreign-owned company?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**42a.** Over next year, do you expect your firm's level of investment to: *(Aided – Single response)*  
**42b.** By what percentage do you plan to expand / reduce investments?

01	Increase investments	%
02	Remain the same	
03	Decrease investments	%

**43.** Has your establishment undertaken any of the following initiatives in the last two years?

	Yes	No	NA
a. Developed an important new product line	01	02	-7
b. Upgraded an existing product line	01	02	-7
c. Discontinued at least one product (not production) line	01	02	-7
d. Agreed to a new joint venture with foreign partner	01	02	-7
e. Obtained a new licensing agreement	01	02	-7
f. Outsourced a major production activity that was previously conducted in-house (Manufacturing only)	01	02	-7

**I. CRIME**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**  
**We now turn to questions on crime and how crime affects the operations of this establishment.**

**44.** In fiscal year 2008, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION 46**  
**GO TO QUESTION 46**

**45.** In fiscal year 2008, what percent of its total annual sales is paid for security?

	Percent
Percent of total annual sales for security	%

**46.** In fiscal year 2008, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1
No	2
Don't know	-9

**GO TO NEXT SECTION**  
**GO TO NEXT SECTION**  
**GO TO NEXT SECTION**

**47.** For fiscal year 2008, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises as a percent of annual sales?

	Percent
Losses from theft as percent of total annual sales	%



**51.** In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?

*[By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]*

	<b>Percent</b>
Senior management's time spent in dealing with regulations	%

**INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT, WRITE 0**

**52.** Recognizing the difficulties many enterprises face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your sector?

<b>Percent</b>
%

**53.** Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your area of activity reports for tax purposes?

<b>Percent</b>
%

**54.** To what extent are the following tax administrations causing constraints to your company? Evaluate the following on a scale from 0 to 4, 0 being “no obstacle” to 4 being a “Very severe obstacle”.

	<b>No obstacle</b>	<b>Minor obstacle</b>	<b>Moderate obstacle</b>	<b>Severe obstacle</b>	<b>Very severe obstacle</b>
a. Corporate Income Tax	0	1	2	3	4
b. Social Security Payments	0	1	2	3	4
c. Built-up Property Taxes	0	1	2	3	4
d. Municipal Taxes	0	1	2	3	4
e. Stamp Duty	0	1	2	3	4

<b>55.</b>	Based on the most recent experience of your establishment <u>over the last two years.</u>
<b>a.</b>	Did you experience delays in obtaining . . . ?
<b>b.</b>	What was the actual delay experienced (from the day you applied to the day you received the service or approval)? <i>(use NA=-777 if not applied for the service or license)</i>
<b>c.</b>	Was a gift or informal payment asked for or expected to obtain each of the following?

A. DELAY	B. ACTUAL WAIT (DAYS)			C. GIFT/PAYMENT EXPECTED	
	YES	NO	NOT APPLICABLE	YES	NO
A mainline telephone connection	01	02	-7	01	02
An electrical connection	01	02	-7	01	02
A water connection	01	02	-7	01	02
A construction permit	01	02	-7	01	02
An import license	01	02	-7	01	02
Main operating license	01	02	-7	01	02

<b>56.</b>	<p>We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?</p> <p style="text-align: center;"><b>INTERVIEWERS: If the phenomenon does not exist enter 0</b></p>
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	<b>Percent</b>
Percent of total annual sales paid as informal payment	%

<b>57a.</b>	Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION 58**  
**GO TO QUESTION 58**

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<b>57b.</b>	When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?
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	<b>Percent</b>
Percent of the contract value paid as informal payments or gifts	%

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>58 a.</b>	How many times in total last year was your establishment inspected or were you (or your staff) required having mandatory meetings with officials of each of the following agencies in the context of regulation of your business?
<b>b.</b>	What was the average duration (in hours) of each of these times?
<b>c.</b>	Was a gift or informal payment asked for or expected at each of these interactions?

			<b>Inspection and required meetings with officials</b>		<b>c. Gift / payment expected</b>		<b>NA</b>
	<b>Yes</b>	<b>No</b>	<b>a. Times</b>	<b>b. Avg. duration (hours)</b>	<b>Yes</b>	<b>No</b>	
	<b>Yes</b>	<b>No</b>	<i>If no move to next line</i>		<b>Yes</b>	<b>No</b>	
Tax inspectorate	01	02			01	02	-7
Labor and social security	01	02			01	02	-7
Fire and building safety	01	02			01	02	-7
Sanitation / epidemiology	01	02			01	02	-7
Municipality	01	02			01	02	-7
Municipal police	01	02			01	02	-7
Environmental	01	02			01	02	-7
Other, specify:					01	02	-7

<b>59a.</b>	Is your establishment a member of a business association or chamber of commerce or industry?	
01	Yes	<i>Continue</i>
02	No	<i>Go to Next Section</i>

**59b.** Is membership mandatory in the most important association (*most important for your establishment*)?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**59c.** Please indicate which of the following services does the association provide to your establishment? (*Aided – Multiple response*)

**59d.** Of the services provided, which one is the most important for your establishment? (*Aided – Single response*)

	<b>d. Is the service below provided</b>		<b>e. Circle one</b>	<b>DK</b>
	<b>Yes-01</b>	<b>No =02</b>		
Lobbying government	01	02	01	<b>-9</b>
Resolution of disputes (with officials, workers, or other firms)	01	02	02	<b>-9</b>
Information and/or contacts on product and input markets	01	02	03	<b>-9</b>
Accrediting standards or quality of products; reputational benefits	01	02	04	<b>-9</b>
Information on government regulations	01	02	05	<b>-9</b>
Other, specify:				<b>-9</b>

**59e.** How much do you pay annually in dues to this main association to which you belong?

*Specify Amount (SYP):*

**H Conflict Resolution / Legal Environment**

**60.** To what degree do you agree or disagree with this statement: “I am confident that the judicial system will enforce my contractual and property rights in business disputes.” Evaluate the statement on a scale from 1 to 6, 1 being “fully disagree” to 6 being “fully agree”?

Fully disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Fully agree	Don't know
01	02	03	04	05	06	-9

**61.** On average over the last year what percent of your monthly total sales to private customers were not paid within the agreed time?

<b>Percent</b>	<b>NA</b>
%	<b>-7</b>

**62.** What percent of your sales to government agencies or state owned enterprises were not paid within the agreed time?

<b>Percent</b>	<b>NA</b>
%	<b>-7</b>

**63.** Has your establishment been involved in a court case in the last 3 years?

01	Yes	
02	No	<b>GO TO NEXT SECTION</b>

**64a.** On average how many months did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case?

*Specify Number of months :*

**64b.** Were the decisions of the court (whether in your favor or not) generally enforced?

01	Yes
02	No

**K. FINANCE**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

**I would like to ask you a few questions about how you finance the operations of this establishment.**

<b>65.</b>	Please identify the contribution over the last year of each of the following sources of financing for your establishment's : (show alternative card)
<b>a.</b>	Working capital (i.e. inventories, accounts receivable and cash)
<b>b.</b>	New investments (i.e. new land, buildings, machinery and equipment)

	<b>a. Working Capital (%)</b>	<b>b. New Investments (%)</b>
a. Internal funds or retained earnings		
b. Domestic commercial banks (loan, overdraft)		
c. International commercial banks		
d. Leasing arrangement		
e. Special development financing / or public financing (government agencies) / or other public services		
f. Trade credit (supplier or customer credit)		
g. Family, friends		
h. Informal sources (e.g. money lender)		
i. Other, specify:		
<b>Total</b>	<b>100%</b>	<b>100%</b>

<b>66.</b>	At this time, does this establishment have an overdraft facility or a line of credit (short term credits excluding loans) ?
------------	---

	YES	NO
Overdraft facility	1	2
Line of credit ( <i>Short term</i> )	1	2

<b>67.</b>	If YES what percent is currently unused?
------------	--

	%	%
Overdraft facility		
Line of credit ( <i>Short term</i> )		

<b>68.</b>	Does your establishment currently have a loan from a financial institution?
------------	---

Yes	1
No	2

**GO TO QUESTION 70**

<b>69a.</b>	What year was the most recent loan approved?
<i>Specify Year:</i>	

<b>69b.</b>	Did the loan require collateral or a deposit?	
01	Yes	<b>Continue</b>
02	No	<b>Go to 69e</b>

<b>69c.</b>	Which of the following were used as collateral?		
		<b>Yes</b>	<b>No</b>
Land and buildings		01	02
Immoveable plant / machinery		01	02
Moveable machinery and equipment (incl vehicles)		01	02
Other tangible assets (e.g. accounts receivable, inventory)		01	02
Personal assets of the owner / manager (e.g. house)		01	02

<b>69d.</b>	What was the approximate value of the collateral required as a percentage of the loan value?
<i>Specify percentage:</i>	

<b>69e.</b>	Over the last year, what was the loan's approximate annual rate of interest?
<i>Specify percentage:</i>	

<b>69f.</b>	What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)?
<i>Specify duration (months):</i>	

<b>69g.</b>	What was the main use of this loan? (Unaided – Multiple response)	
01	Buy machinery and equipment	
02	Buy other fixed assets (land, buildings, vehicles)	
03	Buy inputs, supplies, goods to re-sell	
04	Pay loans taken earlier	
	Other, specify:	

<b>69h.</b>	Referring to this a loan what type of financial institution granted this loan?
-------------	--

Domestic bank loan	01
Foreign bank loan	02
Loan from a government program	03
Other (specify _____)	04x

<b>70.</b>	Why don't you currently have a loan? ( <i>Unaided – Single response</i> )	
01	Because I did not apply for a loan	<b>Go to Q70a</b>
02	Because the last application was turned down	<b>Go to Q70b</b>
03	Because application approval is still pending	<b>Go to Q71</b>

<b>70a.</b>	If the establishment did not apply for a loan, what was the principal reason?
01	Have sufficient internal liquidity
02	Have other sources that can provide my financing needs
03	Do not believe in interest based borrowing
04	Application procedures for bank loans are too burdensome
05	Collateral requirements of bank loans are too strict
06	Interest rates are too high
07	It is necessary to have contacts or give informal payments to get the loans ( <i>corruption in the allocation of bank credit</i> )
08	Did not think that it would be approved
	Other, specify:

<b>70b.</b>	What was the principal reason given to you for application rejection? ( <i>Single response</i> )
01	Lack of accepted collateral (e.g. property not accepted as collateral)
02	Incompleteness of application
03	Perceived lack of profitability of project
04	Bad credit history
	Other, specify:

<b>71.</b>	What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? Specify percentage:
------------	---

<b>72a.</b>	Over the next year, do you think that your firm's access to bank financing will be affected by the following?
-------------	---

	Yes	No	Don t Know
The current global financing instability	01	02	-9
The current volatility in the financial markets in the Gulf region	01	02	-9

<b>73a.</b>	Does your establishment have . . . ?
-------------	--------------------------------------

	Yes	No
A checking and / or saving account	01	02
Property and casualty insurance on any of its assets	01	02

<b>73b.</b>	Does your company prepare general purpose financial statements for use by banks or other suppliers of credit?
01	Yes
02	No

<b>73c.</b>	Are these statements prepared in accordance with [Syrian/International] accounting standards?
01	Yes
02	No

<b>73d.</b>	Does your establishment have its annual financial statement checked and certified by an external auditor?
01	Yes
02	No

<b>74.</b>	Of the land occupied by this establishment, what percent is:
------------	--

	Percent
Owned by this establishment	%
Leased by this establishment	%
	<b>100 %</b>

**L. LABOR**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

Now I would like to ask you a few questions about this establishment's employees. I'm going to ask you for levels of employment at different points in time.

<b>75.</b>	When your establishment started its operation in this country, what was the total number of full time paid employees? ( <i>-7 if Does not Know</i> )

<b>76</b>	Please describe your workforce using the following definitions: ( <i>Read the definitions</i> )
-----------	---

Professionals	Trained and certified specialists such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.
Skilled Production Worker	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
Unskilled Production Worker	Persons involved in the production process whom management considers to be unskilled.

**INTERVIEWER:** The following table refers only to permanent workers (including management) of your establishment. Permanent workers are defined as all paid workers that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract and work full day

<b>76a.</b>	What was the average number of permanent workers in . . . ?			
	<b>Total</b>	<b>Professionals</b>	<b>Skilled Production Workers</b>	<b>Unskilled Production Workers</b>
<b>2006</b>				
<b>2007</b>				
<b>2008</b>				
Compensation (including bonuses and all benefits)				

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

<b>76b.</b>	What percentage of your employees in 2008 were females and part-timers?
-------------	---

**INTERVIEWER:** Temporary or seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.

	<b>Female (%)</b>	<b>Part-time (%)</b>
Professionals		
Skilled Production Workers		
Unskilled Production Workers		
<b>Total</b>		

<b>77 a.</b>	What was the average number of temporary workers in . . . ?
<b>77 b.</b>	Of the temporary workers in 2008, what was the average number of female workers?
<b>77 c.</b>	Of the temporary workers in 2008, what was the average number of part time workers?
<b>77 d.</b>	Of the temporary workers in 2008, what was the average length of employment for each project?
<b>77e.</b>	Of the temporary workers in 2008, what was the total compensation (in SYP), including all benefits?

	<b>2008</b>	<b>2007</b>	<b>2006</b>
a. Temporary workers			
b. Female workers			
c. Part-time workers			
d. Average length of employment			
e. Total compensation			

<b>77f.</b>	By the end of 2010, do you expect your firm to:	
01	Expand employment:	(specify % _____)
02	Maintain existing employment	
03	Reduce employment	(specify % _____)

<b>78.</b>	Within the last two years, how many weeks did it take to fill your most recent vacancy through external recruitment for . . . ? (Aided)
------------	---

	<b>Number of weeks</b>	<b>Not Applicable</b>	<b>Not filled</b>
a. Skilled technicians		-7	-92
b. Production / service workers		-7	-92
c. Managers		-7	-92

<b>79a .</b>	Over the last two years, has your firm sought to hire any of the following types of employees?
--------------	--

	<b>YES</b>	<b>NO</b>
Engineers	01	02
Computers and CT.	01	02
Technicians	01	02
Construction workers	01	02
Managers	01	02
Sales force	01	02
Legal affairs	01	02

**If the establishment did not seek to hire any of the employees mentioned in Q79a, Go to Q80**  
**If the establishment did seek to hire some of the types of employees mentioned in Q79a Continue**

**79b.** If yes, was there any difficulty in finding or hiring them (fill only for job types the firm sought to hire in Q84a?)

	YES	NO
Engineers	01	02
Computers and CT.	01	02
Technicians	01	02
Construction workers	01	02
Managers	01	02
Sales force	01	02
Legal affairs	01	02

**79c.** If you had difficulty, what was the primary reason for that difficulty (fill only for job types the firm had difficulty in recruiting in Q94b?)

Engineers	01	High sikh salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other ( Specify _____ )
Computers and CT.	01	High sikh salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other ( Specify _____ )
Technicians	01	High sikh salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other ( Specify _____ )
Construction workers	01	High sikh salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations

		Other ( Specify _____ ) .....
Managers	01	High siph salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other ( Specify _____ ) .....
Sales force	01	High siph salaries for individuals with those skills
	02	Limited availability of individuals with those skill
	03	Individuals with relevant education had no experience or inappropriate training
	04	Restrictive labor regulations
		Other ( Specify _____ ) .....

<b>80.</b> What percent of the workforce at your establishment have the following education levels?		
Some university or higher		
Completed secondary (incl. vocational)		
Incomplete secondary		
Completed primary		
Did not complete primary		
<b>Total</b>	<b>100%</b>	

**81.** How many years of experience working in this sector does the top manager have?

	<b>Years</b>
Manager's experience in sector	

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1**

**82.** Over fiscal year 2008, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
<i>Don't know</i>	<i>-9</i>

**GO TO NEXT SECTION**  
**GO TO NEXT SECTION**

**83.** Referring to the training programs run over the course of last year, what percent of permanent, full-time employees of the following category of workers received formal training?

Production full-time permanent employees trained	%
Non-production full-time permanent employees trained	%

## M. PRODUCTIVITY

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

84. For fiscal year 2008, please provide the following information about this establishment:

	SYPs	
	2008	2007
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)		
b. Total Sales		
c. Total annual cost of raw materials and intermediate goods used in production		
d. Total annual costs of electricity		
e. Total annual costs of communications services		
f. Total annual costs of fuel		
g. Total annual costs of transport for goods (not including fuel)		
h. Total annual costs of water		
i. Total annual cost of rental of land/buildings, equipment, furniture		

**Total sales** is the value of all sales including manufactured goods and goods the establishment has bought for trading. If a firm makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported.

**Purchase of raw materials and intermediate goods** are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production

**Total cost of labor, including wages, salaries and benefits** is the total wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance).

85. What was the net book value, i.e the value of assets after depreciation, of the following at the end of fiscal year 2008?

	SYPs
a. Machinery vehicles, and equipment	
b. Land and buildings	

**86.** If this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following?  
*( This is equivalent to the market value)*

	SYPs
a. Machinery vehicles, and equipment	
b. Land and buildings	

**THE SURVEY ENDS HERE**  
**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**A.15 Time face-to-face interview ends:**

Date (mm/dd)	Hour	Minutes	AM/PM

**a15**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

**INTERVIEWER COMMENTS:**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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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**

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

<b>Hour</b>	<b>Minutes</b>

**a19**