

**Networks, Innovation and Financial Crisis (NIFS) Survey**

The World Bank

Turkey 2009

**A. CONTROL INFORMATION (to be filled out from the existing information, except for a4c)**
**A.1 Country**

**A.1a Language of the interview**

**A.2**
**Sampling Region**

Marmara	1
Aegean	2
Central Anatolia	3
South	4
Black Sea - Eastern	5

**A.3x City/town/village**

**A.3 Size of locality**
**Size of locality**

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

**A.3a**
**Region of the establishment  
(coded ex post)**

Marmara	1
Aegean	2
Central Anatolia	3
South	4
Black Sea - Eastern	5

**A.4 Industry**

 Screener sector **a4b**

 Revised sector **a4c**

Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Service	Retail	52	52
Other	Other manufacturing	2	2
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

**A.6b Size**
**Screener size**
**a6b**

Less than 5 (panel only)	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

**READ THE FOLLOWING TO THE TARGET RESPONDENT**

Good morning, I'm calling you from [...] to thank you for the participation in the survey for the World Bank that we undertook a few months ago and I would like to inform you that we are sending you a brief report of the results. We would like to take this opportunity to ask you a few questions to follow up on the business environment in Turkey and the effect of the current economic crisis on your establishment

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. REGIONAL NETWORKS AND VALUE CHAINS**

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

The following set of questions refers to how and where this establishment makes its sales and purchases.

**B.1** Over fiscal year 2008, what percent of this establishment's sales were:

	Percent	Don't know (spontaneous)
National sales	<b>b1a</b> %	-9
Indirect exports (sold domestically to third party that exports products)	<b>b1b</b> %	-9
Direct exports	<b>b1c</b> %	-9
	<b>100%</b>	

**IF 0% GO TO B.4**

**B.2** Over fiscal year 2008, what is the percentage distribution of your establishment's main product domestic sales by region of destination

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

	Percent	Don't know (spontaneous)
Marmara	<b>b2a</b> %	-9
Aegean	<b>b2b</b> %	-9
Central Anatolia	<b>b2c</b> %	-9
South	<b>b2d</b> %	-9
Black Sea - Eastern	<b>b2e</b> %	-9
	<b>100%</b>	

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

<b>B.3</b>	Over fiscal year 2008, approximately what percentage of the last year's sales of your enterprise in the domestic market is made to the below:
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**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

	Percent	Don't know (spontaneous)
Government and state owned enterprises	<b>b3a</b> %	-9
Multinational companies operating in Turkey	<b>b3b</b> %	-9
Your parent company or affiliated subsidiaries	<b>b3c</b> %	-9
Other companies and individuals	<b>b3d</b> %	-9
	<b>100%</b>	

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

<b>B.4</b>	Over fiscal year 2008, what percent of this establishment's main material input purchases were:
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	Percent	Don't know (spontaneous)
Purchased in the domestic market	<b>b4a</b> %	-9
Directly imported	<b>b4b</b> %	-9
	<b>100%</b>	

**IF 0% GO TO B.6**

<b>B.5</b>	Over fiscal year 2008, what is the percentage distribution of your establishment main material input purchases - by region of origin
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**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

	Percent	Don't know (spontaneous)
Marmara	<b>b5a</b> %	-9
Aegean	<b>b5b</b> %	-9
Central Anatolia	<b>b5c</b> %	-9
South	<b>b5d</b> %	-9
Black Sea - Eastern	<b>b5e</b> %	-9
	<b>100%</b>	

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

<b>B.6</b>	What percentage of this establishment's sales goes to your largest buyer? (INTERVIEWER: if there is need for clarification largest buyer is defined in terms of sales in monetary value)
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	Percent
Establishment's sales to largest buyer	<b>b6</b> %
Do not have a largest buyer (spontaneous)	-7

**GO TO B.10**

Don't know (spontaneous)	-9
	100%

<b>B.7</b>	How long is your relationship with your largest buyer (years)?
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	Number of years
Years of relationship with the establishment's largest buyer	<b>b7</b>
Don't know (spontaneous)	-9

<b>B.8</b>	What percentage of sales is made according to your largest buyer's unique specification?
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	Percent
Percent of sales made according to largest buyer's unique specification	<b>b8</b>
Don't know (spontaneous)	-9

<b>B.9</b>	Does your largest buyer get involved in any of the following?
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	Yes	No	Don't know (spontaneous)
Providing information on Design & Quality (i.e., product characteristics) and imposed product quality standards <b>b9a</b>	1	2	-9
Get involved in your firm's process or product R&D investment decision <b>b9b</b>	1	2	-9
Transfer technical personnel to disseminate and diffuse new technologies into your firm's facilities <b>b9c</b>	1	2	-9

GO TO  
QUESTION  
C.1

<b>B.10</b>	Do your buyers get involved in any of the following?
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	Yes	No	Don't know (spontaneous)
Providing information on Design & Quality (i.e., product characteristics) and imposed product quality standards <b>b10a</b>	1	2	-9
Get involved in your firm's process or product R&D investment decision <b>b10b</b>	1	2	-9
Transfer technical personnel to disseminate and diffuse new technologies into your firm's facilities <b>b10c</b>	1	2	-9

**C. INNOVATION**

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

The next topic to be covered is innovation

<b>C.1</b>	<p>In fiscal year <b>2008</b>, what percent of total annual sales did this establishment spend on Research and Development activities?</p> <p>(INTERVIEWER: if there is need for clarification R&amp;D are the activities which aim at producing a new product, improving the quality or standards of the product, applying new methods for increasing the standards and decreasing the costs, developing new production technologies, adopting a new technology to domestic conditions and also the transformation of the results of these activities to useful tools, materials, products, management, system and production techniques and improving the quality of existing technology.)</p>
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	Percent
R&D investments (as % of annual sales)	<b>c1</b> %
No R&D investments (spontaneous))	<b>-7</b>
Don't know (spontaneous)	<b>-9</b>
	<b>100%</b>

**GO TO C.5**

<b>C.2</b>	Which of the following best corresponds to the main output of your R&D over the fiscal year 2008?
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A new product with patent	1
A new product without patent mainly sold in the national market	2
A new product without patent mainly sold in international market	3
A new product without patent sold for my main client	4
Improvement on an existing product	5
Improvement of an existing process	6
Other (specify)	7
Don't know (spontaneous)	<b>-9</b>

**C2**

<b>C.3</b>	Over fiscal year 2008, approximately what percentage of the total R&D expenditures of your enterprise was financed by the different public support programs?
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	Percent
R&D expenditures financed by public support programs	<b>c3</b> %
No public support (spontaneous)	<b>-7</b>
Don't know (spontaneous)	<b>-9</b>
	<b>100%</b>

**GO TO C.5**

**C.4** Would you have undertaken the above described R&D investment without the support provided by the Government?

Yes, it would have been the same	1
Yes, but it would have been a much smaller investment	2
No, I would not have undertaken any investment without the Government support	3
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c4**

**C.5** What is your firm's main strategy for the development of R&D?

Cooperate with another firm	1
Cooperate with client	2
In house	3
Cooperate with a local research and development institute	4
Cooperate with a local university	5
Cooperate with international institutions	6
Other (specify <b>c5x</b> )	7
<b>No R&amp;D development strategy (spontaneous)</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c5**

**C.6** What percentage of employees use computer in the production process on a regular basis in your establishments?

	Percent
Percent of employees using computers on a regular basis	<b>c6</b>
<b>Do not use computer in the production process (spontaneous)</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

## D. SALES AND CAPACITY

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

We now turn to sales and labor force.

**D.1** What were this establishment's total annual sales for fiscal year 2008?

	LCU's
Total annual sales fiscal year finishing on December 2008	<b>D1a</b>
<b>Refuse to respond (spontaneous)</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**SPECIFY CURRENCY**

Old Turkish Lira	1
New Turkish Lira	2

**D1b**

**D.2** If you compare this establishment's sales for the last completed month in 2009 with the same month in 2008, how did they change?

Increased	1
Remained the same	2
Decreased	3
Don't know (spontaneous)	-9
<b>D2a</b>	

Percent	
Increased by how much?	<b>D2b</b> %
Don't know (spontaneous)	-9

Percent	
Decreased by how much?	<b>D2d</b> %
Don't know (spontaneous)	-9

**INTERVIEWER:**  
Record one answer

LCU
<b>D2c</b>
-9

LCU
<b>D2e</b>
-9

**D.3** What do you expect will happen with this establishment's sales one year from now?

Increased	1
Remained the same	2
Decreased	3
Don't know (spontaneous)	-9
<b>D3a</b>	

Percent	
Increased by how much?	<b>D3b</b> %
Don't know (spontaneous)	-9

Percent	

**Interviewer:**  
Record one answer

LCU
<b>D3c</b>
-9

LCU

SERIAL NUMBER



Decreased by how much?	<b>D3d</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

Interviewer:  
Record one answer

<b>D3e</b>
<b>-9</b>

<b>D.4</b>	In the last completed month, what was this establishment's current output in comparison with the maximum output possible using all resources available (capacity utilization)?
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	<b>Percent</b>
Capacity utilization	<b>d4</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

## E. LABOR

<b>E.1</b>	At the end of the last completed month, how many permanent, full-time employees did this establishment employ? Please include all employees and managers ( <b>INTERVIEWER: include respondent if applicable</b> ).
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**INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.**

	<b>Number</b>
Permanent, full-time employees end of last month	<b>e1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>E.2</b>	Does this establishment plan to reduce the number of permanent full-time employees in the next 6 months due to the financial crisis?
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Yes	1	
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
		<b>e2</b>

<b>E.3</b>	How many full-time temporary employees worked in this establishment in the last 6 months? ( <b>Interviewer: include all temporary workers not only new hires</b> )
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**INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day.**

	<b>Number</b>
Full-time seasonal/temporary workers employed last 6 months	<b>e3</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION F.1**



<b>E.4</b>	What was the average length of employment of all full-time temporary employees in the last 6 months?
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	Months
Average length full-time seasonal/temporary employment last 6 months	<b>e4</b>
Less than one month	<b>1</b>
Don't know (spontaneous)	<b>-9</b>

<b>E.5</b>	Does this establishment plan to change the number of temporary workers it employs in the next 6 months due to the financial crisis?
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Yes, increase	1
Yes, decrease	2
No	3
Don't know (spontaneous)	<b>-9</b>

**e5**

## F. FINANCE

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

**I would like to ask you a few questions about the financial conditions of this establishment.**

<b>F.1</b>	In the last completed month, did this establishment sell goods or services on credit?
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Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>

**GO TO QUESTION F3**  
**GO TO QUESTION F3**

**F1**

<b>F.2</b>	Comparing last month's sales on credit with the month before did they?
------------	--

Increased	1
Remained the same	2
Decreased	3
Don't know (spontaneous)	<b>-9</b>

**F2**

<b>F.3</b>	In the last completed month, did this establishment delay payments for more than one week to tax authorities or suppliers?
------------	--

Yes	1
No	2

Don't know (spontaneous)	-9
	F3

<b>F.4</b>	<p>What is the current level of total liabilities (debt) of this establishment?</p> <p><b>INTERVIEWER: only if the respondent refuses to answer the following set of questions try to encourage his/her participation by reassuring the confidentiality of the study.</b></p>
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	LCU's
Total current level of liabilities	F4
No liabilities	0
Refusal (spontaneous)	-9
Don't know (spontaneous)	-9

**GO TO QUESTION F.7**  
**GO TO QUESTION F.7**

<b>F.5</b>	<p>What percentage of the total level of liabilities (debt) of this establishment is denominated in foreign currency?</p>
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	Percent
Share of debt in foreign currency	F5 %
Don't know (spontaneous)	-9

<b>F.6</b>	<p>What percentage of the total level of liabilities (debt) of this establishment has a term to maturity of less than one year (short term)?</p>
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	Percent
Share of short term liabilities	F6 %
Don't know (spontaneous)	-9

<b>F.7</b>	<p>Has this establishment been overdue on its obligations to any financial institution in the last 12 months?</p>
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Yes	1
No	2
Refuse to respond	-8
Don't know (spontaneous)	-9

**GO TO QUESTION F.9**  
**GO TO QUESTION F.9**  
**GO TO QUESTION F.9**

**F7**

<b>F.8</b>	<p>Has this establishment been overdue in the last 6 months for 90 days or more?</p>
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Yes	1
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No	2
Refuse to respond	-8
Don't know (spontaneous)	-9

**F8**

**F.9** Has this establishment restructured any of its outstanding liabilities in the last 12 months?

Yes	1
No	2
Not applicable (no liabilities)	-7
Don't know (spontaneous)	-9

**F9**

**F. 10** Do you anticipate that this establishment will not be able to repay its outstanding liabilities that will be due in the course of the next 6 months?

Yes	1
No	2
Don't know (spontaneous)	-9

**F10**

**F.11** Has the financial crisis affected this establishment?

Yes	1
No	2
Don't know (spontaneous)	-9

**TERMINATE**  
**TERMINATE**

**F11**

**F.12** Choosing from the following list what has been the **main** effect the financial crisis on this establishment? **INTERVIEWER: READ OUT**

Increase the level of debt	1
Increase input cost	2
Reduce access to credit	3
Drop in demand for its products or services	4
Other.	5
Specify <b>f12x</b>	
Don't know (spontaneous)	-9

**F12**

<b>F.13</b>	Has the establishment filed for reorganization that is revaluing the value of the assets to reflect their actual market value, during the last 12 months?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**F13**

<b>F.14</b>	Has the establishment filed for insolvency or bankruptcy during the last 12 months?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**F14**

<b>F.15</b>	Has this establishment applied for direct state aid in the last 12 months?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**F15**

<b>F.16</b>	Due to the financial crisis, is this establishment planning to reduce its existing capacity by:
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		Yes	No	<b>Don't know (spontaneous)</b>
Discontinuing line of products	<b>f16a</b>	1	2	<b>-9</b>
Closure of plants and reduction of facilities	<b>f16b</b>	1	2	<b>-9</b>
Other (specify ..... <b>f16x</b> )	<b>f16c</b>	1	2	<b>-9</b>

**SERIAL NUMBER**

**THE SURVEY ENDS HERE**

**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**INTERVIEWER COMMENTS:** (Problems occurred or extraordinary circumstances which could influence results)

**a17x**

SERIAL NUMBER

**INTERVIEW PROTOCOL**

	Day (dd)	Month (mm)	Year (yyyy)
Date of the interview	a14d	a14m	a14y

Name of the respondent

 a20x

Position of the respondent

 a21x

**a.22** Interviewee was the same person as in baseline survey?

Yes	1
No	2

a22

**a.23** Gender of the respondent

Male	1
Female	2

a23

**a.24** Number of minutes the interview lasted

Minutes

a24

**a.25** Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

a25

**a.26** Interviewer number

a26

**a.27** Full Firm Contact information

Full address	a27ax
Phone number(s)	a27b
Fax number	a27c
email	a27dx