

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY

Chad Services Module (2018)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	panel

INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

PLEASE ENSURE ALL VALUES ARE INITIALLY VERIFIED BY SUPERVISOR AND/OR MANAGEMENT. REVIEW SALES AND ACCOUNTING FIGURES AND DESCRIPTIONS FOR ACCURACY.

A.13 Supervisor code

a13

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A. CONTROL INFORMATION [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

A.4 Industry		Screener sector a4b	Questionnaire a0 FROM A4B
Manufacturing	Food	15	1 - manufacturing
	Tobacco	16	
	Textiles	17	
	Garments	18	
	Leather	19	
	Wood	20	
	Paper	21	
	Publishing, printing, and Recorded media	22	
	Refined petroleum product	23	
	Chemicals	24	
	Plastics & rubber	25	
	Non metallic mineral products	26	
	Basic metals	27	
	Fabricated metal products	28	
	Machinery and equipment (29-30)	29	
	Electronics (31-32)	31	
	Precision instruments	33	
	Transport machines (34-35)	34	
	Furniture	36	
	Recycling	37	
Retail	Retail	52	2 - retail
Other Services	Wholesale	51	3 - other services
	IT	72	
	Hotel and restaurants: section H	55	
	Services of motor vehicles	50	
	Construction Section F:	45	
	Transport Section I: (60-64)	60	

A.3a	Screener Region a3a	A.6	Screener Size a6b
N'Djamena	1	Micro <5	0
		Small >=5 and <=19	1
		Medium >=20 and <=99	2
		Large >=100	3

A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]

INFORMATION AUTOMATICALLY GENERATED

GPS COORDINATES	Degrees (Latitude)	lat
	Degrees (Longitude)	lon

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

A.12 Interviewer code **a12** **A.1A Language** **a1a**

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A.3x Name of City/town/village

INTERVIEWR

a3x

UPDATE IF INCORRECT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **[Chad]**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

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

A. CONTROL INFORMATION

A.7	Is this establishment part of a larger firm? (larger firms include several distinct locations or establishments, including branch offices or production, distribution, or sales sites)
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Yes	1	SKIP TO A.20
No	2	
		a7

A.7a	How many establishments are part of the firm?
-------------	---

Number of establishments	a7a
DON'T KNOW (SPONTANEOUS)	-9

A.7b	Is this establishment the headquarters location?
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Yes	1	SKIP TO A9
No	2	
		a7b

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A.7c	Does this headquarters location engage in production or sales at this location?
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Yes	1
No	2

TERMINATE

a7c

A.11	Are the financial statements of the headquarters location separate from the rest of the other establishments?
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Yes	1
No	2

SKIP TO A.20

SKIP TO A.20

a11

A.9	Are this establishment's financial statements prepared separately from headquarters' statements?
-----	--

Yes	1
No	2

TERMINATE

a9

A.20	On which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d

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B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which this establishment is part of.

B.1 What is this firm's current legal status? **SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) b1x	6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.2

b1

INTERVIEWER: PLEASE NOTE WHEN **b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION **b3**.**

B.3 What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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

Yes	1	
No	2	SKIP TO B.5
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO B.5

b4

INTERVIEWER: PLEASE NOTE WHEN **b1 IS 3 (SOLE PROPRIETORSHIP) and **b4** is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION **b4a**.**

B.4a What percentage of the firm is owned by females?

	Percent
Percentage of female ownership	b4a
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

	Number
Full-time employees at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6a Was this establishment formally registered when it began operations?

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

b6a

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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

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

B.7 How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

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

b7a

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

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

SKIP TO C.3

SKIP TO C.3

b8

B.8x Please specify the internationally-recognized quality certifications

Specify Certifications	b8x
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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

C.3 Over the last two years, did this establishment submit an application to obtain an electrical connection?

Yes	1	
No	2	<i>GO TO QUESTION C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.6</i>
		c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.5 In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		c5

C.6 Over fiscal year **2017**, did this establishment experience power outages?

Yes	1	
No	2	<i>GO TO QUESTION C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.10</i>
		c6

C.7 In a typical month, over fiscal year **2017**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7 <i>IF 0, GO TO QUESTION C.9</i>
DON'T KNOW (SPONTANEOUS)	-9 <i>GO TO QUESTION C.9</i>

C.8 How long did these power outages last on average?

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-9

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

C.10 Over the course of fiscal year **2017**, did this establishment own or share a generator?

Yes	1	GO TO QUESTION C.12 GO TO QUESTION C.12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c10

C.11 In fiscal year **2017**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

C.12 Over the last two years, did this establishment submit an application to obtain a water connection?

Yes	1	GO TO QUESTION C.22a GO TO QUESTION C.22a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

C.13	In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
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	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8

c14

C.22a	At the present time, does this establishment use e-mail to communicate with clients or suppliers?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22a

C.22c	Could you please provide us your e-mail address. It will be used for sending you the report on key finding of the survey (Country Profile) and, if needed, for further communications related to this interview.
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	@	
I do not have any e-mail address (SPONTANEOUS)	-7	
REFUSAL (SPONTANEOUS)	-8	

emailx

C.22b	At the present time, does this establishment have its own website?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

0									
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0									
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Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? **SHOW CARD 3**

Using the response options on the card; To what degree are **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 3**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

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	In fiscal year 2017 , what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "DATA CONSULTING IT SERVICES" NOT JUST IT SERVICES
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction	4	
Hotel or restaurant	5	
Provide services of	6	

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 ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2 In fiscal year **2017**, what were this establishment's total annual sales for all products and services?

	LCUs
Last complete fiscal year's total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

N.3 Looking back at the end of fiscal year **2015**, what were total annual sales for this establishment?

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

D.3 Coming back to fiscal year **2017**, what percentage of this establishment's sales were:
SHOW CARD 4

	Percent	DON'T KNOW (SPONTANEOUS)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100% GO TO QUESTION D.10

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In fiscal year **2017**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

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NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION D.12
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D.11	In fiscal year 2017 , what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?
-------------	--

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

D.12	In fiscal year 2017 , as a proportion of all material inputs, supplies, or finished goods and materials purchased to resell purchased that year, what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 5
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	Percent	DON'T KNOW (SPONTANEOUS)	
Material inputs, supplies, or finished goods and materials purchased to resell of domestic origin	d12a %	-9	
Material inputs, supplies, or finished goods and materials purchased to resell of foreign origin	d12b %	-9	IF 0, GO TO QUESTION D.30
	100%		

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

D.13	Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year 2017 , imported directly?
-------------	--

Yes	1	
No	2	GO TO QUESTION D.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION D.30
		d13

D.14	In fiscal year 2017 , when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
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	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

0									
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Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 6

15

TR. EXPORTER MODULE

INTERVIEWER: Please ask TRD1 to TRd11 to only direct exporters (d3c>0)

INTERVIEWER: READ the following

Let's now talk about your export activities.

INTERVIEWER: Please ask TRD1 to TRd11 to only direct exporters (d3c>0)

INTERVIEWER: READ the following

Let's now talk about your export activities.

TRD.1	In fiscal year 2017 , what percent of this establishment's direct export revenue was from the following countries/areas : SHOW CARD TR1
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	Percent	DON'T KNOW (SPONTANEOUS)
CEDEAO	TRd1a%	-9
European Union	TRd1b%	-9
Rest of other countries	TRd1c%	-9
	100%	

Interviewer: CHECK THAT THE TOTAL IS 100%

TRD.1d	Of all countries, which are the top two largest destinations for direct exports in terms of export revenues?
---------------	--

	Country
Largest country destination of exports	TRd1dx1
DON'T KNOW (SPONTANEOUS)	-9

	Country
Second largest country destination of exports	TRd2dx2
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Interviewers READ the following

The following questions are about this establishment's main partner market for direct export in fiscal year 2017, which is the market that provided the highest export revenue in fiscal year 2017 .

TRD.2	Referring to this establishment's main partner market for direct export in fiscal year 2017, when did this establishment first exported directly to this market?
--------------	--

	Year
Year establishment first exported directly to the main partner	TRd2
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

TRD.3	In fiscal year 2017, were this establishment's direct export to the main market finished goods for sale to final consumers, or semi-finished goods to be used as inputs by other firms, or both finished and semi-finished goods SHOW CARD TR2
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Finished goods for sale to final consumers	1
Semi-finished goods to be used as inputs by other firms	2
Both finished and semi-finished goods	3
DON'T KNOW (SPONTANEOUS)	-9

TRd3

TRD.4	In fiscal year 2017, what was the main type of client this establishment had for its direct exports? SHOW CARD TR3
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A government or government agencies, including state-owned enterprises	1
This establishment's parent company or affiliated subsidiaries	2
Private firms, excluding this establishment's parent company or affiliated subsidiaries, with 150 employees or more	3
Private firms, excluding this establishment's parent company or affiliated subsidiaries, with less than 150 employees	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

TRd4

TRD.5	What are the first and second main reasons for this establishment to directly export to its main export market? SHOW CARD TR4
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Excess domestic supply for this establishment's products	1
High foreign demand for this establishment's products	2
Specific and favorable incentives when exporting to this area	3
There is a subsidiary of the parent firm	4
Firm created a new competitive product for the destination markets	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9
First main reason	TRd5a
Second main reason	TRd5b

TRD.6	Since this establishment first exported to its main market, did the direct export operations to this market ever have to stop?
--------------	--

Yes	1	
No	2	SKIP TO TRD.9
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO TRD.9
		TRd6

TRD.7	How long did this period of export inactivity last (no of weeks)?
--------------	---

	No of weeks
No of weeks the establishment stopped its direct export operations to the main market	TRd7
DON'T KNOW (SPONTANEOUS)	-9
DIDN'T RESUME YET	-7

TRD.9	Using the response options on the card, please mark to what degree are each of the following elements in the origin country are a significant obstacle to this establishment's exports to its main partner market? SHOW CARD TR5
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						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderat e obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Product/Market							
Testing and certification TRd9a	0	1	2	3	4	-9	-7
Export/Import procedures							
Pre-shipment physical controls TRd9b	0	1	2	3	4	-9	-7
Import licensing, quota or prohibitions in destination country TRd9c	0	1	2	3	4	-9	-7
Lengthy local Customs procedures TRd9d	0	1	2	3	4	-9	-7
Cumbersome local cargo handling or other port procedures or requirements TRd9e	0	1	2	3	4	-9	-7
Taxes and regulations in country of origin							
Restrictive foreign exchange allocations TRd9f	0	1	2	3	4	-9	-7
High or discriminatory export taxes or charges TRd9g	0	1	2	3	4	-9	-7
Access to inputs (or public support)							
Lack of export financing TRd9h	0	1	2	3	4	-9	-7
Little information on marketing conditions in export markets TRd9i	0	1	2	3	4	-9	-7
Lack of support to prospect new markets TRd9j	0	1	2	3	4	-9	-7
Issues with transport services (high cost, monopoly, etc.) TRd9l	0	1	2	3	4	-9	-7
Trade regulations							
Complex or changing application of trade agreements TRd9m	0	1	2	3	4	-9	-7

TRD.11

By looking at card **TR6** can you tell me which of the elements included in the list, if any, currently represents the biggest obstacle faced by this establishment in direct export operations to its main market **SHOW CARD TR6**
INTERVIEWER: DO NOT READ OUT

1-Application of existing trade agreements
2-Cargo handling and port procedures or requirements
3-Consumer safety regulations
4-Customs procedures
5-Government procurement procedures
6-Health/environment regulations
7-High or discriminatory taxes or charges
8-Import licensing, quota or prohibitions
9-Issues with transport services
10-Lack of export financing
11-Lack of information on export market
12-Lack of support to prospect new markets
13-Pre-shipment controls
14-Product quality regulations
15-Restrictive foreign exchange allocations
16-Testing and certification
17-Other

Biggest obstacle to export	TRd11
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: Please ask TRD13 to TRd16 to both indirect (d3b>0) and direct exporters (d3c>0)

INTERVIEWER: Please ask TRD13 and TRD13C only if d12b>0

TRD.13	<p>In fiscal year 2017, what percentage of this establishment's supplies from outside of the country was from the following countries/areas? Most important supplies is defined as the supplier which provided the highest value of material inputs or supplies</p> <p>SHOW CARD TR7</p>
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	Percent	DON'T KNOW (SPONTANEOUS)
CEDEAO (excluding Chad)	TRd13a%	-9
European Union	TRd13b%	-9
Rest of other countries	TRd13c%	-9
	100%	

Interviewer: CHECK THAT THE TOTAL IS 100%

TRD.13c	Of all the countries the firm receives supplies from, which country is the biggest source of supplies?
----------------	--

	Country
Country	TRd13cx
DON'T KNOW (SPONTANEOUS)	-9

TRD.14	For how many years has this establishment been doing business with the most important supplier (foreign or domestic)?
---------------	---

	Number of years
Number of year of business with the most important supplier	TRd14
DON'T KNOW (SPONTANEOUS)	-9

TRD.15	What was the main source of information used by this establishment to find this supplier? SHOW CARD TR8
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Personal knowledge and research (advertisement, internet, etc.)	1
Other businesses in the same line than ours	2
Other business associates, suppliers or customers	3
Business Association or Chamber of Commerce	4
Government agency	5
Tender	6
Supplier is located close to this establishment	7
Supplier contacted this	8
DON'T KNOW (SPONTANEOUS)	-9

TRd15

TRD.16	At the time when the business with this supplier started, what was the main reason for this establishment's confidence to make business with this new supplier? SHOW CARD TR9
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Personal acquaintance	1
Physical proximity close to this establishment	2
Belongs to same Business Association than this establishment	3
Recommended by business associates/suppliers/customers	4
Only supplier whose products meet specifications	5
Supplier is government owned with guarantees	6
Other reason	7
Supplier has international certification	8
DON'T KNOW (SPONTANEOUS)	-9

TRd16

E. DEGREE OF COMPETITION

E.11 Does this establishment compete against unregistered or informal firms?

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 7**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

AFe.31 Is this establishment part of a formal or informal business association (e.g. Chamber of Commerce)?

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

AFe31

AFe.32 Over the last fiscal year **2017**, has this business made use of external advice for the management of the business?

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

GO TO QUESTION AFE.34

AFe32

AFE.33	What type of advisors were used? SHOW CARD 8
---------------	---

Type of advisor		Yes	No	DON'T KNOW (SPONTANEOUS)
Peers (other businesses) AFe33a		1	2	-9
Paid professionals (consultants) AFe33b		1	2	-9
Clients or suppliers AFe33c		1	2	-9
Governments or donor funded institutions AFe33d		1	2	-9
Incubators AFe33e		1	2	-9
Accelerator programs AFe33f		1	2	-9
Other SPECIFY ____ AFe33gx ____ AFe33g		1	2	-9

AFE.34	How do you rate the overall quality of business support systems in the city the establishment is located? SHOW CARD 9 INTERVIEWER: PLEASE READ OUT THE QUESTIONS
---------------	---

				(SPONTANEOUS)	
				DON'T KNOW	DOES NOT APPLY
	Below required	As required	Above required		
Business support systems in the city AFe34	0	1	2	-9	-7

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

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

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

GO TO QUESTION H.5

GO TO QUESTION H.5

h1

H.2 Were any of the new or significantly improved products or services also new for the establishment's main market?

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

h2

H.3 Please describe in detail the **main** new or significantly improved product or service that this establishment introduced during the last three years.
The main new or significantly improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

H.4 Please describe in detail how the **main** new or significantly improved product or service is different than the most similar product or service, if any, previously produced by this establishment.
IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

0									
---	--	--	--	--	--	--	--	--	--

H.5	<p>During the last three years, has this establishment introduced any new or significantly improved process, that is:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
------------	--

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

GO TO QUESTION H.8

GO TO QUESTION H.8

h5

H.6	<p>Please describe in detail the main new or significantly improved process that this establishment introduced during the last three years The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years</p>
------------	--

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h6x

H.7	<p>Please describe in detail how the main new or significantly improved process is different than the most similar process that is or was used by this establishment</p> <p>IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"</p>
------------	--

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

H.8	<p>During last fiscal year, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
------------	--

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

GO TO QUESTION G.6

GO TO QUESTION G.6

h8

QUESTIONNAIRE NUMBER **id**

0									
---	--	--	--	--	--	--	--	--	--

H.9	During last fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
------------	---

	LCU
Cost of formal research and development activities	h9
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

G.6	Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? SHOW CARD 10
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

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

G.1	Of the land occupied by this establishment, what percent is: SHOW CARD 11
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A
BUILDING**

G.2	Over the last two years, did this establishment submit an application to obtain a construction-related permit?
------------	--

Yes	1	
No	2	GO TO QUESTION G.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.5
	g2	

G.3	In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?
------------	---

	Days
Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

G.4	In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?
------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30

G.5	What is the total selling area of this establishment?
------------	---

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) <u>g5bx</u>	4

g5b

G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 12
-------------	--

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	(SPONTANEOUS) DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1	In fiscal year 2017 , did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?
------------	--

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

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2	In fiscal year 2017 , what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?
------------	---

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

I.3	In fiscal year 2017 , did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises or from internet hacking or from internet fraudulent transactions?
------------	---

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

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

QUESTIONNAIRE NUMBER **id**

0									
---	--	--	--	--	--	--	--	--	--

I.4 In fiscal year **2017**, what were the estimated losses as a result of theft, robbery, vandalism, arson or internet hacking that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 13**

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder i30	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

K.1	In fiscal year 2017 , what percentage, as a proportion of the value of total annual purchases of material inputs or services, was purchased on credit?
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit?	k1c %	-9

K.2	In fiscal year 2017 , what percentage of this establishment's total annual sales of its goods or services was sold on credit?
------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit?	k2c %	-9

K.3	Over fiscal year 2017 , please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources? SHOW CARD 14
------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

**IF 0 OR -9, GO TO
QUESTION K.4**

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

AFK.3	Among non-bank financial institutions over fiscal year 2017 , please estimate the proportion of this establishment's working capital that is the funds available for day-to-day operations, that was financed by microfinance institutions?
--------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Microfinance institutions	AFk3a %	-9

0									
---	--	--	--	--	--	--	--	--	--

K.4	In fiscal year 2017 , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
------------	---

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

GO TO QUESTION K.4b

GO TO QUESTION K.4b

k4

N.5	In fiscal year 2017 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	---

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5a	-9
Land and buildings including expansion and renovations of existing structures	n5b	-9

K.5	Over fiscal year 2017 , please estimate the proportion or total amount of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 15
------------	---

	Percent	OR	Amount LCU	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc %		k5bc1	-9
Borrowed from non-bank financial institutions	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Quasi equity instruments (mezzanine and sub-ordinate debt)	AFk5hdj_a1 %		AFk5hdj_a1_1	-9
Other, moneylenders, friends, relatives, bonds, etc	AFk5hdj_a2 %		AFk5hdj_a2_1	-9
	100%		n5A+n5B	

**IF 0 OR -9,
GO TO
QUESTION
K.4b**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
(UNLESS RESPONDENT DOES NOT KNOW)**

AFK.5	Among non-bank financial institutions, please estimate the proportion of this establishment's total purchase of fixed assets that was financed by microfinance institutions?
--------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Microfinance institutions	AFk5e2%	-9

K.4b	Now turning to fiscal year 2016 , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings including expansion and renovations of existing structures?
-------------	--

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

GO TO QUESTION K.6
GO TO QUESTION K.6

k4b

N.5c N.5d	In fiscal year 2016 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
----------------------------	---

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5c	-9
Land and buildings including expansion and renovations of existing structures	n5d	-9

K.6	Now let's talk about the establishment's present situation. At this time, does this establishment have a checking (current) or savings account?
------------	---

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

k6

K.7	At this time, does this establishment have an overdraft facility?
------------	---

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

k7

K.8 At this time, does this establishment have a line of credit or a loan from a financial institution?

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

GO TO QUESTION K.15d

GO TO QUESTION K.15d

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 16

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

GO TO QUESTION K.10

GO TO QUESTION K.10

GO TO QUESTION K.10

GO TO QUESTION K.10

k9

MC.1 Among non-bank financial institutions, did microfinance institutions grant the most recent line of credit or loan?

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

mc1

K.10 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

QUESTIONNAIRE NUMBER **id**

0									
---	--	--	--	--	--	--	--	--	--

K.13 Referring only to this most recent line of credit or loan, did the financing require collateral?

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

GO TO QUESTION K.15b

GO TO QUESTION K.15b

k13

K.14 Referring only to this most recent line of credit or loan, what type of collateral was required?
INTERVIEWER: READ OUT

Collateral		Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

K.15 Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	LCUs
Value of collateral	k15 a
DON'T KNOW (SPONTANEOUS)	-9

K.15b What is the total number of open lines of credit or outstanding held by this establishment?

	Number
Total number of open lines of credit or outstanding loans	k15b
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.15d

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

	LCUs
Total value of open lines of credit or outstanding loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d	At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?
--------------	---

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

k15d

K.16	Referring again to the last fiscal year 2016 , did this establishment apply for any lines of credit or loans?
-------------	--

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

GO TO QUESTION K.20

GO TO QUESTION K.21

k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 17
-------------	---

No need for a loan - establishment had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

k17

K.20	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?
-------------	--

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

K.21	In fiscal year 2016 , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--

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

k21

[illegible]

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 18
-------------	---

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	k30	0	1	2	3	4	-9	-7

S. MOBILE MONEY

INTERVIEWER READ THE FOLLOWING:

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

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

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

GO TO QUESTION MMS.11
GO TO QUESTION MMS.11

MMs1

MMS.1a In a typical month in fiscal year **2017**, over how many days were mobile money used?

	Days
Days of mobile money use	MMs1a
DON'T KNOW (SPONTANEOUS)	-9

MMS.2 Please indicate the main reason this establishment started using mobile money for any of its financial transaction. **SHOW CARD 19**

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

MMs2

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

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

GO TO QUESTION MMS.5
GO TO QUESTION MMS.5

MMs3

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

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

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

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

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

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

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

Yes	1	GO TO QUESTION MMS.9 GO TO QUESTION MMS.9
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MMs7

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

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

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

Yes	1	GO TO QUESTION MC.2 GO TO QUESTION MC.2
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MMs9

0									
---	--	--	--	--	--	--	--	--	--

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

	Percent	
Customer payments received using mobile money as a percentage of annual sales	MMs10 %	GO TO QUESTION MC.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MC.2

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

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

T. MICROFINANCE

MC.2	In fiscal years [2014-2017] has the establishment used financing from microfinance institutions?
-------------	---

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

GO TO QUESTION MC.6**mc2**

MC.3	Has this establishment reduced or stopped its use of financing from microfinance institution since fiscal years [2014-2017] ?
-------------	--

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

GO TO QUESTION J.1**mc3**

MC.4	What was the main reason for reducing or stopping the use of financing from microfinance institutions? SHOW CARD 20
-------------	--

Don't know enough about microfinance institutions	1
This establishment does not qualify for microfinance	2
Microfinance institutions do not fit the establishment's needs	3
Microfinance institutions are not reliable	4
Microfinance institutions are too expensive (high fees)	5
Other mc4x	6
DON'T KNOW (SPONTANEOUS)	-9

mc4

MC.5	Did this establishment use alternate sources of financing given the reduction or termination of financing from microfinance institutions in fiscal years [2014-2017] ?
-------------	---

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

GO TO QUESTION J.1**GO TO QUESTION J.1****GO TO QUESTION J.1****mc5**

MC.6	What was the main reason for not using financing from microfinance institutions? SHOW CARD 21
-------------	--

Don't know enough about microfinance institutions	1
This establishment does not qualify for microfinance	2
Microfinance institutions do not fit the establishment's needs	3
Microfinance institutions are not reliable	4
Microfinance institutions are too expensive (high fees)	5
Other <u>mc6x</u>	6
DON'T KNOW (SPONTANEOUS)	-9

mc6

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1

Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statement: “The court system is fair, impartial, and uncorrupted”.

SHOW CARD 22

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

J.2

In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?

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

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

J.3

Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	<i>GO TO QUESTION J.6a</i> <i>GO TO QUESTION J.6a</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

J.4

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

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

J.5 In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j5

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

J.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
NO PAYMENTS	0

J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	j7a %
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual informal payment	j7b
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

J.10 Over the last two years, did this establishment submit an application to obtain an import license?

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

GO TO QUESTION J.13

GO TO QUESTION J.13

j10

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.12 In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j12

J.13 Over the last two years, did this establishment submit an application to obtain an operating license?

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

J.14 Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	Days
Wait for operating license	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER **id**

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J.15	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j15

J.30	Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 23
-------------	--

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

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labor force.

L.1 At the end of fiscal year **2017**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift)
(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

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

L.2 Looking back, at the end of fiscal year **2015**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers in 2014	12
IF ESTABLISHMENT WAS NOT IN BUSINESS in 2014	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 Coming back to fiscal year **2017**, how many permanent full-time individuals that worked in this establishment were female?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

L.6 How many full-time seasonal or temporary employees did this establishment employ during **2016**? (Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last fiscal year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b
GO TO QUESTION L.9b

L.6a How many full-time seasonal or temporary employees employed during **2017** were female?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2017**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b What is the percentage of full-time permanent workers who completed secondary school?

	Percent
Percentage of full time permanent workers who completed secondary school	19b
DON'T KNOW (SPONTANEOUS)	-9

L.10 Over fiscal year **2016**, did this establishment have formal training programs for its permanent, full-time employees?

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

AFL.11	<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 24</p> <p>INTERVIEWER: PLEASE READ OUT THE QUESTIONS</p>
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	Below required	As required	Above required	(SPONTANEOUS)	
				DON'T KNOW	DOES NOT APPLY
Accounting skills AFI11a	0	1	2	-9	-7
Marketing skills AFI11b	0	1	2	-9	-7
Interpersonal and communication skills AFI11c	0	1	2	-9	-7
Writing skills AFI11d	0	1	2	-9	-7
English skills AFI11e	0	1	2	-9	-7
Computer skills / General IT skills AFI11f	0	1	2	-9	-7
Technical skills, other than computers / vocational, job-specific skills AFI11g	0	1	2	-9	-7

AFL.12	Over the last two years, did this establishment hire or try to hire any skilled workers?
---------------	--

Yes	1	GO TO QUESTION AFL.14 GO TO QUESTION AFL.14 AFI12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

AF.L13	<p>Did the establishment encounter any of the following problems when trying to hire a skilled worker?</p> <p>INTERVIEWER: READ OUT</p>
---------------	--

Problems	Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few or applicants AFI13a	1	2	-9
Applicants lacked required skills AFI13b	1	2	-9
Applicants expected higher wages than we can offer AFI13c	1	2	-9
Applicants did not like the working conditions AFI13d	1	2	-9
Other (please specify AFI13x) AFI13e	1	2	-9

AF.L14.	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 25
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Name of University	Quality of employees hired	Very poor	Poor	Good	Very good	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
AFI14a1x	AFI14d1	1	2	3	4	-9	-7
AFI14a2x	AFI14d2	1	2	3	4	-9	-7
AFI14a3x	AFI14d3	1	2	3	4	-9	-7

L.30	<p>Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment? SHOW CARD 26</p> <p>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 26</p>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	<p>By looking at card CARD 27 can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment</p> <p>SHOW CARD 27</p> <p>INTERVIEWER: DO NOT READ OUT</p>
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1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
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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. **SHOW CARD 28**

N.2	From this establishment's Income Statement for fiscal year 2017 , please provide the following information:
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READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual cost of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

QUESTIONNAIRE NUMBER **id**

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

**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:
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Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17	The responses to the questions regarding figures (productivity and employment numbers):
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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

QUESTIONNAIRE NUMBER **id**

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(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	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

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

a19h

a19m