

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY

The Gambia Manufacturing Module (2018)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

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

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.6	Screener Size a6b
Micro <5	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

CAPI QUESTIONS BEGIN HERE**A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]****INFORMATION AUTOMATICALLY GENERATED**

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (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** A.1c Frame level **a1c**

		Establishment	1
		Firm	2

A.3x Name of City/town/village

INTERVIEWER

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 **Gambia**. 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 multi-establishment firm? (that is, a firm with several establishments, each with its own location, management, activity, and financial statements).
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Yes	1
No	2

GO TO A.20

a7

A.7a	How many establishments are part of the firm?
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Number of establishments	a7a
DON'T KNOW (SPONTANEOUS)	-9

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

A.11	Are the financial statements of the headquarters location separate from the rest of the other establishments?
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		<u>ESTABLISHMENT- LEVEL FRAME:</u>	<u>FIRM-LEVEL FRAME:</u>
Yes	1	GO TO A.20	GO TO A.20
No	2		
		a11	

A.7c	Does this headquarters location engage in production or sales at this location?
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		<u>ESTABLISHMENT- LEVEL FRAME:</u>	<u>FIRM-LEVEL FRAME:</u>
Yes	1	GO TO A.20	GO TO A.20
No	2	TERMINATE	
		a7c	

A7D ONLY APPLIES TO FIRM-LEVEL SAMPLE FRAMES

A.7d	INTERVIEW THE ESTABLISHMENT THAT REPRESENTS THE LARGEST SHARE OF PRODUCTION OR RALES, WHICH ALSO MAINTAINS ITS OWN SALES, EMPLOYMENT, AND COST RECORDS.
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Address and name of the establishment	a7dx	GO TO A.20
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A.9	Are this establishment's financial statements prepared separately from headquarters' statements?
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		<u>ESTABLISHMENT- LEVEL FRAME:</u>	<u>FIRM-LEVEL FRAME:</u>
Yes	1	ENSURE THAT EMPLOYMENT, SALES, AND COST NUMBERS ARE AT THE ESTABLISHMENT LEVEL	
No	2	TERMINATE	INTERVIEW HQ
		a9	

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

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
sOTHER (SPONTANEOUS-SPECIFY) ___ b1x ___	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.2**b1**

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 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	GO TO B.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.5

b4

INTERVIEWER: PLEASE NOTE WHEN **b1 IS 3 (SOLE PROPRIETORSHIP) and **b4** is 1 (FIRM HAS A FEMALE OWNER), ENTER 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

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

GMB.1 How many managers are currently employed in this establishment, including the Top Manager?

	Number
Number of managers in the establishment	GMB1
DON'T KNOW (SPONTANEOUS)	-9

**IF 1 GO TO B8
GO TO B8**

GMB.2 What is the percentage of all managers employed by this establishment are female?

	Percent
Percentage of women managers	GMB2%
DON'T KNOW (SPONTANEOUS)	-9

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

GO TO C.3

GO 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	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		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	c5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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

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

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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
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.9
GO TO QUESTION C.9

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

	GMDs
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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.12
GO TO QUESTION C.12

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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.15

GO TO QUESTION C.15

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?

	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?*****

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

c14

C.15 Over fiscal year **2017**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
The establishment does not use water for production	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.22b

GO TO QUESTION C.22b

GO TO QUESTION C.22b

c15

C.16 In a typical month, over fiscal year **2017**, how many incidents of insufficient water supply did this establishment experience?

	Number
Number of incidents of water insufficiency in a typical month	c16
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.22b

C.17 How long did these incidents of insufficient water supply last on average?

	Hours
Average duration of insufficient water supply	c17
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

C.22b At the present time, does this establishment have its own website?

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

c22b

GMC.1 At the present time, does this establishment have an internet connection?

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

GO TO GMC.3

GMc1

GMC.2 Why does this establishment not have an internet connection?

An internet connection is too expensive	1	GO TO C.30
The internet connection is not good enough	2	GO TO C.30
Staff do not know how to use the internet	3	GO TO C.30
The company does not need it	4	GO TO C.30
Company can use internet connection paid for by staff	5	GO TO C.30
Waiting for installation	6	GO TO C.30
Other, please specify GMc2x	7	GO TO C.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.30

GMc2

GMC.3 At the present time, what kind of internet connection does this establishment have?

A DSL connection over a phone line	1
Wifi radio, without telephone line	2
3G connection key or modem	3
Mobile phone with internet connection	4
Other, please specify GMc3x	5
DON'T KNOW (SPONTANEOUS)	-9

GMc3

C.30

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

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle			
Electricity c30a	0	1	2	3	4	-9	-7
Cost of telephone communication gc30b	0	1	2	3	4	-9	-7
Quality of the telephone network gc30c	0	1	2	3	4	-9	-7
Cost of internet connection gc30d	0	1	2	3	4	-9	-7
Quality of internet connection gc30e	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 and product, that is, the activity and product that represented the largest proportion of annual sales?
INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING" NOT JUST SHOE MANUFACTURING".

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF DIA1A IS SERVICES SELECT (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

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

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

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

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

	GMDs
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?

	GMDs
Total annual sales three years ago	n3
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:
INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE
SHOW CARD 4

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	IF 100, GO TO QUESTION D.10
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	-9	IF 0, GO TO QUESTION D.8
	100%		

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

D.4 In fiscal year **2017**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	d4
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.5a

*****In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?*****

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

d5a

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: ENTER 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
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

**GO TO QUESTION
D.12**

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**, what percentage of this establishment's material inputs or supplies purchased that year were:
SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

**IF 0, GO TO QUESTION
D.30**

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2017**, imported directly?

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

GO TO QUESTION D.30

GO TO QUESTION D.30

d13

D.14 In fiscal year **2017**, when this establishment imported material inputs or supplies, 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?

	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

D.15a

In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?

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

d15a

D.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 6**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Transport	d30a	0	1	2	3	4	-9	-7
Customs and trade regulations	d30b	0	1	2	3	4	-9	-7

R. MANAGEMENT PRACTICES**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about management practices in this establishment.

R.1 Over the last complete fiscal year **2017**, what best describes what happened at this establishment when a problem in the production process arose?**SHOW CARD 7****INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR**

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r1**R.2** Over the last complete fiscal year **2017**, did this establishment monitor any production performance indicators?

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

GO TO QUESTION R.4**GO TO QUESTION R.4****r2****R.3** Over the last complete fiscal year **2017**, how many production indicators were monitored at this establishment?**INTERVIEWER: READ OUT**

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
DON'T KNOW (SPONTANEOUS)	-9

r3**R.4** Over the last complete fiscal year **2017**, did this establishment have production targets?
Examples of production targets are: production volume, quality, efficiency, waste, or on-time delivery.

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

GO TO QUESTION R.8**GO TO QUESTION R.8****r4**

R.5	Over the last complete fiscal year 2017 , what best describes the time frame of production targets at this establishment? SHOW CARD 8
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Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
DON'T KNOW (SPONTANEOUS)	-9

r5

R.6	Over the last complete fiscal year 2017 , how easy or difficult was it for this establishment to achieve its production targets? SHOW CARD 9
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Achieved without much effort	1
Achieved with some effort	2
Achieved with normal amount of effort	3
Achieved with more than normal effort	4
Only achieved with extraordinary effort	5
Targets were not achieved	6
DON'T KNOW (SPONTANEOUS)	-9

r6

R.7	Over the last complete fiscal year 2017 , who was aware of the production targets at this establishment? SHOW CARD 10
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Only senior managers	1
Most managers and some production workers	2
Most managers and most production workers	3
All managers and most production workers	4
DON'T KNOW (SPONTANEOUS)	-9

r7

R.8	Over the last complete fiscal year 2017 , did this establishment have performance bonuses for managers that were based on production targets?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION R.10**GO TO QUESTION R.10****r8**

R.9	Over the last complete fiscal year 2017 , what were managers' performance bonuses mostly based on? SHOW CARD 11
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INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN OPTION 3 DOES NOT APPLY

Their own performance	1
Their team performance	2
Their establishment's performance	3
Their company's performance	4
DON'T KNOW (SPONTANEOUS)	-9

r9

R.10	Over the last complete fiscal year 2017 , what was the primary way non-managers were promoted at this establishment? SHOW CARD 12
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INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability	1
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3
Non-managers are normally not promoted	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r10

0								
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R.11	Over the last complete fiscal year 2017 , when was an under-performing non-manager reassigned or dismissed? SHOW CARD 13
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INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1
After 6 months of identifying under-performance	2
Rarely or never	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r11

E. DEGREE OF COMPETITION

E.1	In fiscal year 2017 , which of the following was the main market in which this establishment sold its main product? SHOW CARD 14
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Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.6**e1**

E.2	In fiscal year 2017 , for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?
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Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.6	Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

E.11	Does this establishment compete against unregistered or informal establishments?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e11

GME.1	Does this establishment compete against establishments that do not collect VAT?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GMe1

GME.2 Does this establishment collect VAT from customers?

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

GMe2
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 15**

	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

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 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 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 improved product or service that this establishment introduced during the last three years.

The main new or 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 improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

H.5	<p>During the last three years, has this establishment introduced any new or improved process? These include:</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	GO TO QUESTION H.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h5

H.6	Please describe in detail the main new or 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.
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Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h6x**

H.7	Please describe in detail how the main new or improved process is different than the most similar process that is or was used by this establishment.
------------	---

IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h7x**

H.8	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?
------------	---

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

h8

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?
------------	---

	GMDs
Cost of formal research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

F. CAPACITY

F.1	In fiscal year 2017 , what was this establishment's output produced as a percentage of the maximum output possible if using all the resources available (capacity utilization)?
------------	--

	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

F.2	In fiscal year 2017 , how many hours per week did this establishment normally operate? INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS
------------	--

	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

G.6 Of the buildings occupied by this establishment, what percentage is owned?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9

G.1 Of the **land** occupied by this establishment, what percentage is owned?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7

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

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

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

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 15
-------------	--

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	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

	GMDs
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, arson on this establishment's premises or from internet hacking or internet fraudulent transactions?

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

GO TO QUESTION I.30**GO TO QUESTION I.30****i3**

- 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

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

QUESTIONNAIRE NUMBER **id**

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

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 15
-------------	---

						(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.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 16

	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%	

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

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

	GMDs	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 GMD amount of this establishment's total purchases of fixed assets that were financed from of the following sources: SHOW CARD 17
------------	---

	Percent	OR	Amount GMDs	DON'T KNOW (SPONT ANEOU S)
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
Other, moneylenders, friends, relatives, bonds, etc	k5hdj %		k5hdj1	-9
	100%		n5A+n5B	

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you about the fiscal year before last.

K.4b	In 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	GO TO QUESTION K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.6
		k4b

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

	GMDs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5c	-9
Land and buildings	n5d	-9

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about the establishment's present situation.

K.6 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 18**

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

k9

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 credit or loan, what was its value at the time of approval?

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

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

Yes	1	GO TO QUESTION K.15b GO TO QUESTION K.15b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		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?

	GMDs
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

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

	Number	
Total number of open lines of credit and outstanding loans	k15b	GO TO QUESTION K.15d
DON'T KNOW (SPONTANEOUS)	-9	

K.15c What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	GMDs
Total outstanding balance of all open lines of credit and 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 **2017**, did this establishment apply for any lines of credit or loans?

Yes	1	GO TO QUESTION K.20
No	2	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 19

No need for a loan - establishment had sufficient capital	1	GO TO QUESTION K.21
Application procedures were complex	2	GO TO QUESTION K.21
Interest rates were not favorable	3	GO TO QUESTION K.21
Collateral requirements were too high	4	GO TO QUESTION K.21
Size of loan and maturity were insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	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 2017 , 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

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 20
-------------	---

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to finance	k30	0	1	2	3	4	

GMK.1	Over the next 12 months, do you expect the total capital invested in fixed assets at this establishment to increase, decrease, or stay the same?
--------------	--

Increase	1
Stay the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GMk1

GMK.2	What factors are likely to limit the company's investment in fixed assets over the next twelve months?
--------------	--

Please specify **GMk2x**_____

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 statement: "The court system is fair, impartial and uncorrupted".***
SHOW CARD 21

(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 or sales workers)

	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	
No	2	GO TO QUESTION J.6a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.6a
	j3	

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 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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

	GMDs
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

J.15

In reference to that application for an operating license, was an informal gift or payment expected or requested?

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 22

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Tax rates j30a	taxrate_pos _j30	0	1	2	3	4	-9	-7
Tax administration j30b	taxadmin_pos _j30	0	1	2	3	4	-9	-7
Business licensing and permits j30c	permit_pos _j30	0	1	2	3	4	-9	-7
Political instability j30e	instability_pos _j30	0	1	2	3	4	-9	-7
Corruption j30f	corruption_pos _j30	0	1	2	3	4	-9	-7
Courts h30	courts_pos _j30	0	1	2	3	4	-9	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED.

INTERVIEWER READ OUT:

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

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 individuals 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 2015	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2015	-7
DON'T KNOW (SPONTANEOUS)	-9

- L.3** Coming back to fiscal year **2017**, at the end of the fiscal year, how many permanent, full-time individuals in this establishment were:
INTERVIEWER: READ EACH CATEGORY

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	13a	-9
Non-production workers [e.g., managers, administration, sales]	13b	-9

L.4	At the end of fiscal year 2017 , how many permanent, full-time production workers in this establishment were: INTERVIEWER: INSERT EACH CATEGORY
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals whose tasks require extensive theoretical and technical knowledge	l4a1	-9
In semi-skilled jobs, that is technicians whose tasks require some level of mechanical or technical knowledge	l4a2	-9
In unskilled jobs, those whose tasks involve no specialized knowledge	l4b	-9

L.5	At the end of fiscal year 2017 , in this establishment how many permanent, full-time workers in each of the following categories were female ? INTERVIEWER: READ OUT OPTIONS
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	l5a	-9
Non-production workers	l5b	-9

**IF 0, GO TO
QUESTION L6**

GML.4A	At the end of fiscal year 2017 , how many permanent, full-time female workers in this establishment were: INTERVIEWER: READ EACH CATEGORY
---------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Female workers in highly skilled production jobs, professionals whose tasks require extensive theoretical and technical knowledge	GMI4a1a	-9
Female workers in semi-skilled production jobs, technicians whose tasks require some level of mechanical or technical knowledge	GMI4a2a	-9
Female workers in unskilled production jobs, whose tasks involve no specialized knowledge	GMI4ba	-9

L.6	How many full-time seasonal or temporary employees did this establishment employ during 2017 ? 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 during fiscal year 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

GML.9A	What is the percentage of full-time permanent female workers who completed secondary school?
---------------	---

	Percent
Percentage of full time permanent female workers who completed secondary school	GM19a
DON'T KNOW (SPONTANEOUS)	-9

L.10	Over fiscal year 2017 , did this establishment have formal training programs for its permanent, full-time employees?
-------------	---

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

GO TO QUESTION GML.3

GO TO QUESTION GML.3

110

L.11a	Referring to the training programs run over fiscal year 2017 , what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)
--------------	--

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent employees trained	111a %		111a1	0	-9
Non-production full-time permanent employees trained	111b %		111b1	0	-9

GML.2	Referring to the training programs run over fiscal year 2017 , what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)
--------------	--

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Male, full-time permanent employees trained	GMI2a %		GMI2a1	0	-9
Female, full-time permanent employees trained	GMI2b %		GMI2b1	0	-9

GML.3	Does this establishment offer flexible working hours?
--------------	---

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

GMI3

GML.4	Are female permanent full-time employees working in this establishment entitled to take paid maternity leave ?
--------------	---

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

GMI4

GML.5	Over the last two years, did this establishment hire any employees?
--------------	---

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

GO TO QUESTION L.30**GO TO QUESTION L.30****GMI5**

GML.6	Were any of the employees hired over the last two years female?
--------------	---

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

GMI6

GML.7	Were any of the following a reason for not hiring a female?
--------------	---

INTERVIEWER: READ EACH CATEGORY

Reason	Yes	No	DON'T KNOW (SPONTANEOUS)
Women's family commitments GMI7a	1	2	-9
Governments regulations such as working hours or maternity leave GMI7b	1	2	-9
Lack of skills GMI7c	1	2	-9
Lack of female applicants GMI7d	1	2	-9

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 22</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 22</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

0								
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GML.8	Over the next 12 months, do you expect the number of total employees at this establishment to increase, decrease, or stay the same?
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Increase	1
Stay the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GMI8

GMML9	What factors are likely to limit the company's hiring over the next twelve months?
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Please specify **GMI9x** _____

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****M.1**

By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.

INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS

	POSITION
1-Access to finance	finance_pos
2-Access to land	land_pos
3-Business licensing and permits	permit_pos
4-Corruption	corruption_pos
5-Courts	courts_pos
6-Crime, theft and disorder	crime_pos
7-Customs and trade regulations	trade_pos
8-Electricity	electricity_pos
9-Inadequately educated workforce	workforce_pos
10-Labor regulations	labor_pos
11-Political instability	instability_pos
12-Practices of competitors in the informal sector	informal_pos
13-Tax administration	taxadmin_pos
14-Tax rates	taxrate_pos
15-Transport	transport_pos

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

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED.

INTERVIEWER READ OUT:

I would like to ask you a few questions about this establishment's financial results. All these responses will be held in the strictest confidentiality, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.

0								
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GMM.1	Over the next 12 months, do you expect the business environment for this establishment will improve, get worse, or stay the same?
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Improve	1
Stay the same	2
Get worse	3
DON'T KNOW (SPONTANEOUS)	-9

GMm1

GMM.2	What factors are likely to limit the company's earnings over the next twelve months?
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Please specify GMm2x _____	
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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.

N.2 From this establishment's Income Statement for fiscal year **2017**, please provide the following information: **SHOW CARD 23**

INTERVIEWER: READ OUT

	GMDs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual cost of electricity	n2b	-9
Total annual cost of water	GMn1	-9
Total annual cost of wastewater and sanitation services	GMn2	-9
Total annual cost of transport costs and services --- outsourced or rented	GMn3	-9
Total annual cost of transport costs and services --- provided in-house	GMn4	-9
TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE		
Total cost of sales	n2p	-9

N.2e1 From this establishment's Income Statement for fiscal year **2016**, please provide the total cost of raw materials and intermediate goods used in production

	GMDs	DON'T KNOW (SPONTANEOUS)
Total cost of raw materials and intermediate goods used in production in 2016	n2e1	-9

N.7 Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it **uses now**, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

	GMDs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9

POST-INTERVIEW INFORMATION**INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details, thank you for your time and 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

A.15a1 Please indicate which option best describes the main respondents position:

Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) <u>a15a1ax</u>	10

a15a1

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

	Position in the establishment	Years with the establishment	Gender	Email
Main respondent		a15a2a	a15a3	Email1x
Second respondent	a15a1bx	a15a2b	a15b3	Email2x
Third respondent	a15a1cx	a15a2c	a15c3	Email3x

ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL

INTERVIEWER: THE SURVEY ENDS HERE.
PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN

A.16	It is my perception that the responses to the questions regarding opinions and perceptions were:
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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) were:
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Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

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**

SUPERVISOR SECTION

A.13 Supervisor code

a13

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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

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 SECTOR 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