

THE WORLD BANK
Enterprise Survey
Questionnaire INDICATORS – 2007
Version A

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Indicators version A	4

A.1 Country	a1
Venezuela	9

A.2	region_sample
Caracas	1
Maracay	2
Valencia	3

A.3 City/town/village	a3x

Sampling Industry ind_sample	
2	Residual
15	Food
17	Textiles
18	Garments
19	Leather
20	Wood products
21	Paper products
24	Chemicals
25	Rubber and plastics
26	Non-metallic mineral products
28	Fabricated metal products
29	Machinery and equipment
31	Electronics
34	Motor vehicles
36	Furniture
51	Retail
52	Wholesale
72	IT

		Screener Sector a4b
MANU- FAC- TURING	Foods	1
	Garments	2
	Textiles	3
	Machinery and equipment	4
	Chemicals	5
	Electronics	6
	Non-metallic minerals	7
	Other manufacturing	8
SER- VICES	Retail sale	9
	IT	10
	Other services (Hotels and restaurants. Wholesale and ISIC G50)	11
OTHER S	Construction and Transport	12

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

A.7 Establishment is part of a larger firm a7	
Yes	1
No, a firm on its own	2

A.8 Type of establishment a8	
HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
No, a firm on its own	6

a.9 Are financial statements prepared independently of financial statements of HQ? **a9**

Yes	1
No	2

a.10 Are financial statements prepared independently of other establishments of the same firm? **a10**

Yes	1
No	2

a.11 (If HQ) Are financial statements independent of the other establishments? **a11**

Yes	1
No	2

A.12 Interviewer code:

a12

A.13 Supervisor code:

a13

A.14 Time face-to-face interview begins:

Date (mm/dd)	Hour	Minutes	AM/PM

a14

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help to advise governments in developing 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.

B. GENERAL INFORMATION

INTERVIEWER: READ THE FOLLOWING TWO SENTENCES ONLY IF THE ESTABLISHMENT IS PART OF A LARGER FIRM:

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

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

a. Publicly listed company	1	b1
b. Private held, limited company	2	
c. Sole proprietorship	3	b1x
d. Partnership	4	
f. Other (SPECIFY) _____	5	

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

I want to proceed by asking you about the establishment; when it started operations, management's experience in this sector, and quality certifications it may have obtained.

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

Year
Year establishment began operations b5

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many **full-time employees** did this establishment employ when it started operations?

At Start up
Number full-time employees b6

Lb.6b Did this establishment formally register when it started operations? **Lb6b**

Yes	1
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GO TO QUESTION b.8

No	2
Don't know	-9

Lb.6c	When did this establishment formally register?	Lb6c
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Year of registration	Year
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**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9,
IF THE ESTABLISHMENT WAS NEVER REGISTERED, WRITE -7**

b.8	Does this establishment have an internationally-recognized quality certification?
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INTERVIEWER: If there is need for clarifications, some examples are: ISO 9000, 9002 or 14000

Yes	1	
No	2	
Don't know	-9	
		b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next theme is the infrastructure

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.6
GO TO QUESTION C.6

c3

c.4 What was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

Wait for connection (days)

c4

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

c.5 Was an informal gift or payment expected or requested to obtain the electrical connection?

Yes	1
No	2
Don't know	-9
REF	-8

c5

c.6 Over fiscal year [insert last complete fiscal year], did this establishment experience power outages?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.19
GO TO QUESTION C.19

c6

c.7 In a typical month, over fiscal year [insert last complete fiscal year], how many power outages did this establishment experience?

Average number (incidents/month)

c7

IF 0, GO TO QUESTION C.19

c.8 How long did the average power outage last?

Average duration (hours/day)

c8

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1

c.9 Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages?

Estimated loss as a percent of total annual sales due to power outages **c9a**

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Estimated annual loss due to power outages(LCUs) **c9b**

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

c.19 Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1	GO TO QUESTION C.22 GO TO QUESTION C.22
No	2	
Don't know	-9	

c19

c.20 What was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

Wait for connection (days) **c20**

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1,
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

c.21 Was an informal gift or payment expected or requested to obtain the telephone connection?

Yes	1
No	2
Don't know	-9
REF	-8

c21

c.22 Now turning to the current situation. Thinking about at the present time, does this establishment use any of the following in its communications with clients and suppliers?

		Yes	No	Don't know
a. E-mail	c22a	1	2	-9
b. Its own website	c22b	1	2	-9

c.30 Is **electricity** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?. **SHOW CARD 2. READ THE SCALE.**
SCALE: No obstacle, Minor obstacle, Moderate obstacle, Major obstacle, Very severe obstacle.

		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

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next questions refer to sales and purchases of this establishment.

d.2 In fiscal year [insert last complete fiscal year] ¿what were the total annual sales of this establishment?

Total annual sales	\$ d2
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n.3 In fiscal year [insert from last complete fiscal year three years back], three complete fiscal year's ago, what was total annual sales for this establishment?

	Three Fiscal Years Ago
Total annual sales	n3 LCU's

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

d.3 In fiscal year [insert last complete fiscal year], what percent of this establishment's revenue was from: **SHOW CARD 3**

INTERVIEWER: COMPLETE THE TABLE HORIZONTALLY, BEGINNING WITH LOCAL SALES, THEN INDIRECT EXPORTS, AND FINALLY DIRECT EXPORTS. TAKE INTO ACCOUNT THE SKIP PATTERN ACCORDING TO THE ORDER OF THE QUESTION. CHECK THAT TOTAL ADDS UP TO 100

a. National sales	d3a %	IF 100, GO TO QUESTION d.30
b. Indirect exports (sold domestically to third party that exports products)	d3b %	IF 100, GO TO QUESTION d.8
c. Direct exports	d3c %	IF 0, GO TO QUESTION d.8
	100%	

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

In fiscal year [insert last complete fiscal year], when this establishment **exported goods directly**, what was the average number of days that it took from the time this establishment's goods arrived to their **main point of exit** (e.g., port, airport) until the time these goods cleared customs? And what was the longest number of days?

		Días
d.4	Average number of days to clear customs	d4
d.5	Longest number of days to clear customs	d5

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

d.8 In what year did this establishment first export directly or indirectly?

	Year
When began exporting directly or indirectly	d8

d.30b The **customs and trade regulations** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 4. READ THE SCALE.**
SCALE: No obstacle, Minor obstacle, Moderate obstacle, Major obstacle, Very severe obstacle.

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
Transportation d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

G. LAND AND ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We change topics and we would like to ask you a couple of questions about land issues.

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION g.30
GO TO QUESTION g.30

g2

g.3 In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

Wait for license (days)

g3

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5

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	-9
REF	-8

g4

g.30 Please tell me if you think that **access to land** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **SHOW CARD 4**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to land g30a	0	1	2	3	4	-9	-7
Functioning of the courts h30	0	1	2	3	4	-9	-7

I CRIME

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

i.1 In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	GO TO QUESTION i.3	
No	2		GO TO QUESTION i.3
Don't know	-9		GO TO QUESTION i.3

i1

i.2 In fiscal year **[insert last complete fiscal year]**, what percent of its total annual sales is paid for security, or what is the total annual cost of security?

Percent of total annual sales for security **i2a**

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Total annual cost of security(LCUs) **i2b**

i.3 In fiscal year **[insert last complete fiscal year]**, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1	GO TO QUESTION i.30	
No	2		GO TO QUESTION i.30
Don't know	-9		GO TO QUESTION i.30

i3

i.4 For fiscal year **[insert last complete fiscal year]**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

Percent of total annual sales % **i4a** %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Annual losses(LCUs) **i4b** LCUs

i.30 Please tell me if you think that **crime, theft and disorder** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **SHOW CARD 4**

i30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Crime, theft and disorder	0	1	2	3	4	-9	-7

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, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

j.2 In a typical week over **the last 12 months**, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?

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

	Percent
Percent of total senior management's time	j2 %

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

j.3 Over **the last 12 months**, was this establishment visited and or inspected by tax officials?

Yes	1	GO TO QUESTION j.10
No	2	
Don't know	-9	

j3

j.4 Over **the last 12 months**, How many times was this establishment either inspected by tax officials or required to meet with them?

	Number of meetings
Times inspected or met with tax officials	j4

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	-9
REF	-8

j5

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

Yes	1	GO TO QUESTION j13
No	2	
Don't know	-9	

j10

j.11 In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

Wait for license (days)

j11

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

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	-9
REF	-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	-9

GO TO QUESTION j.30

GO TO QUESTION j.30

j13

j.14 In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

Wait for license (days)

j14

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

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	-9
REF	-8

j15

j.30

What is the level of obstacle of the next items to the functioning of this establishment? **READ EVERY CATEGORY - SHOW CARD 4**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not 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

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 **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? **(SHOW CARD 5)**

Percent Sources of Working Capital	
Internal funds/Retained earnings	k3a
Borrowed from banks (private commercial and/or state-owned)	k3bc
Borrowed from non-bank financial institutions	k3e
Other sources (e.g., family/friends, moneylenders, suppliers, etc.)	k3dfgh
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

k.4 In fiscal year **[insert last complete fiscal year]**, did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.6
GO TO QUESTION k.6

k4

n.5 In fiscal year **[insert last complete fiscal year]**, what was the total annual expenditure for purchases of:

Last Complete Fiscal Year	
Machinery, vehicles and equipment (new and/or used)	n5a LCU\$
Land and buildings	n5b LCU\$

k.5 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? **(SHOW CARD 6)**

Percent Sources of Investment	
Internal funds/Retained earnings	k5a
Owners' contributions or issued new equity shares	k5i
Borrowed from banks (private commercial and/or state-owned)	k5bc
Borrowed from non-bank financial institutions	k5e
Other sources (e.g., family/friends, moneylenders, suppliers, etc.)	k5dfghj
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

k.6 Now let's talk about the establishment's current position. At this time, does this establishment have a checking and/or saving account?

Yes	1
No	2
Don't know	-9

k6

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.21
GO TO QUESTION k.21

k8

k.9 Referring to this a line of credit or loan what type of financial institution granted this loan? (**SHOW CARD 7**)

	Institution
Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4

k9

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

Size of loan (LCU)

k11

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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	-9

GO TO QUESTION k.21
GO TO QUESTION k.21

k13

k.14 Referring only to this most recent line of credit or loan, what type of collateral was required? **SHOW CARD 8**

Collateral		Yes	No
Land, buildings	k14a	1	2
Machinery and equipment including movables	k14b	1	2
Accounts receivable and inventories	k14c	1	2
Personal assets of owner (house etc.)	k14d	1	2
Collateral not included in categories above	k14e	1	2

k.15	Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required as a percentage of the loan value or the value of the line of credit?
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Percent:

k15

k.21	In fiscal year [insert last complete fiscal year] , did this establishment have its annual financial statement checked and certified by an external auditor? k21
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Yes	1
No	2
Don't know	-9

k.30	Is access to financing , which includes availability and cost (interest rates, fees and collateral requirements), No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 9
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k30

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to financing (availability and cost)	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 employees. I'm going to ask you for levels of employment at different points in time.

1.1 How many **permanent, full-time employees** did this establishment employ fiscal year **[insert last complete fiscal year]**?

INTERVIEWER: Permanent employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.

	Last Complete Fiscal Year
Number permanent, full-time employees	11

1.2 How many **permanent, full-time employees** did this establishment employ three fiscal years ago year **[insert complete fiscal year 3 ago]** ?

	Three Fiscal Years Ago
Number permanent, full-time employees	12

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7. IF DON'T KNOW, WRITE -9

1.6 How many **full-time seasonal or temporary employees** did this establishment employ in fiscal year **[insert last complete fiscal year]**?

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

Number full-time seasonal (temporary) workers	16	IF 0 GO TO 1.10
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1.8 What was the average length of employment of all **full-time temporary employees** in fiscal year **[insert last complete fiscal year]**?

	Last Complete Fiscal Year
Average length of employment (months)	18

INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1

I.10 Over fiscal year [insert last complete fiscal year], did this establishment run formal training programs for its **permanent, full-time employees**?

Yes	1
No	2
Don't know	-9

110

n.2 Para el año fiscal 2006, ¿Cuál fue el costo laboral total anual (incluyendo jornales, salarios, bonificaciones, cargas sociales) (en moneda local):

last complete fiscal year

\$ n2a

I.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 9**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not 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. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the investment climate that affects your operations.

m.1 You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview (**HAND RESPONDENT CARD 10 LISTING ALL FACTORS**). Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three.

OBSTACLES
1-Tax administration
2-Access to land
3-Access to finance (availability and cost)
4-Corruption
5-Crime, theft and disorder
6-Electricity
7-Inadequately educated workforce
8-Functioning of the courts
9-Political instability
10-Labor regulations
11-Business licensing and permits
12-Practices of competitors in the informal sector
13-Customs and trade regulations
14-Tax rates
15-Transportation

INTERVIEWER: WRITE THE CORRESPONDENT CODE

Most serious obstacle	mla
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THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

a.15 Time face-to-face interview ends:

Date (mm/dd)	Hour	Minutes	AM/PM

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

a.16 It is my perception that the questions regarding opinions and perceptions: **a16**

Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

a.17 The questions regarding figures (productivity and employment numbers): **a17**

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

INTERVIEWER COMMENTS: a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

a.18 This questionnaire was completed in: **a18**

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

a.19 If option 1 or 2 in a.12 estimate duration of the whole interview

Hour	Minutes

a19