

--	--	--	--	--	--	--	--	--	--

**THE WORLD BANK GROUP
LAO PDR INFORMAL SECTOR BUSINESS SURVEY QUESTIONNAIRE 2019**

GPS Coordinates (recorded automatically)	
GPS	gps

Time (recorded automatically): **sc4my**

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)

SHORT-FORM

INTERVIEWER: COMPLETE ONE SHORT FORM FOR EVERY FOUND BUSINESS IN THE BLOCK. IDENTIFY BUSINESSES BY OBervation OR BY ASKING QUESTIONS. REMEMBER THAT BUSINESSES COULD BE CARRIED OUT INSIDE HOUSEHOLDS

INTERVIEWER: PLEASE INDICATE THE Tye OF PREMISES

1	Household
2	Non-household with permanent structure
3	Non-household with temporary structure, including stall or stands
4	Non-fixed premises, including hawkers
-9	DON'T KNOW (SPONTANEOUS)

cla

A.4 INTERVIEWER: WHAT IS THE MAIN OBSERVED BUSINESS ACTIVITY?
FOR CASES WHERE THE ACTIVITY IS NOT OBVIOUS BY SIMPLE OBSERVATION, PLEASE BRIEFLY TALK TO THE PERSON OPERATING THE BUSINESS TO LEARN MORE ABOUT THE TYPE OF ACTIVITY.
IF THERE IS MORE THAN ONE BUSINESS OR ACTIVITY SELECT THE BUSINESS OR ACTIVITY WITH THE HIGHEST VALUE OF SALES

		Main business	
Making goods (Manufacturing) a41a1==1	Manufacturing of clothes or shoes	1	
	Manufacturing of baked food (Baker)	2	
	Manufacturing of coffee, sugar, oil, dry fruits and other processed foods (exclude restaurants, street food-sellers)	3	
	Manufacturing of handicrafts	4	
	Manufacturing of furniture	5	
	Manufacturing of metal products	6	
	Manufacturing of household items	7	
	Manufacturing of tools and instruments	8	
	Other manufacturing. Specify a4x _____	14	a4m
Re-selling goods (Services) a41a1==2	Selling food or groceries (street food sellers, restaurants)	15	
	Selling of clothes or household items	16	
	Selling of business/computer/phone services	17	
	Selling of other goods. Specify a4x _____	18	a4r
Provision of services a41a1==3	Transport Services	19	
	Cleaning and washing services	20	
	Hairdressers and barber shops	21	
	Professional Services (including internet services)	22	

	Repair of motor vehicles and motorcycles	231	
	Repair of machinery and equipment	232	
	Repair of computers, personal and household goods	233	
	Construction	24	
	Other services. Specify a4x	30	a4s

Good day: I'm conducting a study on behalf **INDOCHINA RESEARCH LAOS** to measure how many businesses are located in this neighborhood.

Sc.0 **INTERVIEWER: IS THE RESPONDENT WILLING TO PARTICIPATE IN THE SURVEY?**

Yes	1	
No	2	GO TO SFR
Respondent previously answered survey	3	Duplicate

Sc.2 In [insert last calendar month], how many people worked in this business?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Number of people working in this business	Sc2	-9

Sc.3 Is this business currently registered with...

Sc3a **a- The Department of Enterprise Registration (DERM) at the national (central) level?**

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

sc3a

Sc3b **b- The Department of Enterprise Registration (DERM) at the provincial level?**

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

sc3b

Sc3c **c- The Department of Enterprise Registration (DERM) at the district level?**

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

sc3c

Sc3d Does this business currently have an operating license from a relevant ministry?

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

sc3d

Lf. LONG-FORM QUESTIONNAIRE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

You have been randomly selected to participate in a survey that will help to develop policies for businesses like yours in Lao PDR. This survey consists of questions on several topics and will take 15-20 minutes to complete.

INTERVIEWER: IS THE RESPONDENT WILLING TO PARTICIPATE IN THE LONG FORM QUESTIONNAIRE?

- 1. YES
- 2. NO *GO TO QUESTION LfR*

If_responsive

A. GENERAL INFORMATION

B.0	Are you the main owner of this business or activity?
------------	--

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

b0

B.1	How many owners does this business or activity have?
------------	--

Number of owners in this business	b1
DON'T KNOW (SPONTANEOUS)	-9

IF 1 GO TO B.2a

B.2	How many owners are female?
------------	-----------------------------

Number of female owners	b2
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3

THE TOTAL NUMBER OF FEMALE OWNERS SHOULD BE LESS THAN OR EQUAL TO B.1

B.2a	Is the owner female?
-------------	----------------------

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

b0

owner	VARIABLE: IF B0=1, owner TAKES THE VALUE OF "YOU", IF B0=2 owner TAKES THE VALUE OF "THE LARGEST OWNER"
--------------	--

you
the largest owner

B.3 In which year did this business or activity originally start?

	Year
Year business activity started	b3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.4 Did [owner] start this business or activity?

Yes	1	GO TO QUESTION B.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

b4

B.5 How did [owner] acquire ownership of this business or activity?
INTERVIEWER: READ OUT

Purchased an existing business	1	GO TO QUESTION B.7
Joined an existing family business	2	GO TO QUESTION B.7
Joined an existing non-family business	3	GO TO QUESTION B.7
Inherited	4	GO TO QUESTION B.7
OTHER (SPONTANEOUS)	5	GO TO QUESTION B.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION B.7

b5

B.6 Please indicate if any of the following were reasons why [owner] **started** this business or activity:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)	
Convenience of location and/or hours b6a	1	2	-9	GO TO QUESTION B.8 GO TO QUESTION B.8
The opportunity to start and develop a profitable business b6b	1	2	-9	
To have a secondary source of income b6c	1	2	-9	GO TO QUESTION B.8 GO TO QUESTION B.8
Unable to find another source of income b6d	1	2	-9	

B.7 Please indicate if any of the following were reasons why [owner] **joined** this business or activity:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
Convenience of location and/or hours b7a	1	2	-9
The opportunity to start and develop a profitable business b7b	1	2	-9
To have a secondary source of income b7c	1	2	-9
Unable to find another source of income b7d	1	2	-9

B.8 What was the main source of funding used to ["start" if b4==1 "acquire" if b4!=1] this business or activity:
INTERVIEWER: READ OUT

Own funds	1
Moneylenders	2
Microfinance institutions	3
Banks	4
Friends or relatives	5
Other sources	6
NOT APPLICABLE (SPONTANEOUS) (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

B.8a What was [owner]'s occupation prior to this business or activity?
INTERVIEWER: READ OUT

Employed in the same type of business or activity	1
Employed in a different type of business or activity	2
Self-employed in a different type of business or activity	3
Self-employed in the same type of business or activity	4
Unemployed	5
Other (e.g., housewife, student, etc.)	6
DON'T KNOW (SPONTANEOUS)	-9

b8a

B.9 What is the [owner]'s age?

	Years
Age of main [owner]	b9
DON'T KNOW (SPONTANEOUS)	-9

B.10 How many years of experience working in this industry or activity does the [owner] have?
INTERVIEWER: IF THE NUMBER OF YEARS IS LESS THAN ONE YEAR, RECORD 1.

	Number of years
[owner]'s years of experience	b10
DON'T KNOW (SPONTANEOUS)	-9

B.11 What is [owner]'s highest level of education?
INTERVIEWER - READ OUT

No school	1
Primary School – (Year 1-5) Older generation had year 1-6	2
Lower Secondary School (Year 1-4)	3
High School – Upper Secondary School (Year 5-7)	4
Vocational training	5
Undergraduate Degree	6
Post-graduate degree (Master's or Ph.D.)	7
DON'T KNOW (SPONTANEOUS)	-9

b11

B.12 For how many years [has]/[have] the [owner] lived in this city?
INTERVIEWER: IF THE NUMBER OF YEARS IS LESS THAN ONE YEAR, RECORD 1.

	Number of Years
Number of years	b12
ENTIRE LIFE	-5
DOES NOT LIVE IN THIS CITY	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION B.14
GO TO QUESTION B.14
GO TO QUESTION B.14

B.13 Where did [owner] live before moving to this city?
INTERVIEWER: READ OUT.

Countryside or Smaller city in the same country	1
Bigger or same size of city in the same country	2
Different country	3
DON'T KNOW (SPONTANEOUS)	-9

b13

B.14 How many people live in [owner]'s household?
INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE

	Number
Number of household members of the [owner]	b14
DON'T KNOW (SPONTANEOUS)	-9

B.15 How many of [owner]'s household members are less than 6 years old?

	Number
Household members with less than 6 years old	b15
DON'T KNOW (SPONTANEOUS)	-9

B.16 [Is the]/ [Are] [owner] the primary income earner of the household?

Yes	1
No	2

DON'T KNOW (SPONTANEOUS)	-9
EQUAL INCOME EARNER	-5

b16

B.17 Does the [owner] currently have a job with either a temporary or permanent contract?
INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR

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

GO TO QUESTION B.22

b17

B.18 [Has the]/[Have] [owner] ever had a job with temporary or permanent contract?

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

GO TO QUESTION B.20

GO TO QUESTION B.20

b18

B.19 When was the last year the [owner] had a job with a temporary or permanent contract?

	Year
Year main owner had job with temporary or permanent contract	b19
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.20 In the past two years, did the [owner] actively look for a job with a temporary or permanent contract?

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

GO TO QUESTION B.22

GO TO QUESTION B.22

b20

B.21 Did the [owner] get the job?

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

b21

B.22 How many of the [owner]'s household members, other than the [owner], have a job with a temporary or permanent contract?

	Number	
Main owner's household members with job with temporary or permanent contract		b22 <i>GO TO C.1a</i>
NONE	0	
DON'T KNOW (SPONTANEOUS)	-9	

B.23 Have any of the [owner]'s household members ever had a job with a temporary or permanent contract?

Yes	1	
No	2	<i>GO TO QUESTION C.1a</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.1a</i>
		b23

B.24 When was the last time the [owner]'s household members had a job with a temporary or permanent contract?
INTERVIEWER: IF SEVERAL HOUSEHOLD MEMBERS HAD IT CHOSE THE MOST RECETN ONE

	Year
Year [owner]'s household members had job with temporary or premanent contract	b24
DON'T KNOW (SPONTANEOUS)	-9

B. LOCATION AND INFRASTRUCTURE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic

INTERVIEWER: GO TO C.31 IF c1a=4 (business with no fixed premises, including hawkers)

INTERVIEWER: ASK THE FOLLOWING ONLY IF c1a=1 (business within household premises) otherwise go to c3

C.1a What are reasons the business or activity is located within household premises:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
It costs less to run a business from home. c1a1	1	2	-9
It makes it easier to manage family responsibilities along with work. c1a2	1	2	-9
There is no benefit working outside the household premises. c1a3	1	2	-9
Safe and secure for my customers. c1a4	1	2	-9
Minimizes the chance of being identified by tax authorities c1a5	1	2	-9

C.3 What is the main reason for the choice of location for this business or activity?
(INTERVIEWER: READ READ OUT)

Access to customers	1
Access to food and toilets	2
Access to water	3
Access to electricity	4
Safety	5
Freedom from harassment	6
DON'T KNOW (SPONTANEOUS)	-9

C.4 **[Does the]/ [Do] [owner]** own the location or space occupied by the business or activity?

Yes	1	GO TO QUESTION C.31
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c4

C.5 Does this business or activity pay any rent for the location or space it occupies?

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

c5

C.31 Does this business or activity require electricity to produce goods or render services?

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

GO TO QUESTION C.38

c31

C.31a Is the business or activity connected to the electricity grid?

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

GO TO QUESTION C.32

c31a

C.31b How does this business or activity pay for electricity? **(INTERVIEWER - READ OUT)**

Cash	1
Check or bank transfer	2
Another form of payment (by internet, etc.)	3
No payment for electricity	4
DON'T KNOW (SPONTANEOUS)	-9

c31b

C.32 In **[insert last calendar month]**, did this business or activity experience power outage?

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

GO TO QUESTION C.38

GO TO QUESTION C.38

c32

C.33 In **[insert last calendar month]**, how many power outages did this business or activity experience?

Number of power outages per month	c33
DON'T KNOW (SPONTANEOUS)	-9

IF '0', GO TO QUESTION C.38

C.34 How long did these power outages last on average?

	Hours	Minutes
Average duration of power outage	c34h	c34min
DON'T KNOW (SPONTANEOUS)	-9	-9

C.38 Does this business or activity use water for its activity, aside from typical consumption and hygiene?

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

GO TO QUESTION C.42

c38

C.39 In **[insert last calendar month]**, did this business or activity experience insufficient water supply?

Yes	1	
No	2	<i>GO TO QUESTION c42</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION c42</i>

c39

C.40 In **[insert last calendar month]**, how many incidents of insufficient water supply did this business or activity experience?

	Number	
Number of incidents of water insufficiency		c40
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION c.42</i>

C.41 How long did these incidents of insufficient water supply last on average?

	Hours	Minutes
Average duration of insufficient water supply	c41h	c41min
DON'T KNOW (SPONTANEOUS)	-9	-9

C.42 At the present time, does this establishment use:

	Yes	No	DON'T KNOW (SPONTANEOUS)
Computers (laptop or desktop) c42a	1	2	-9
Tablet c42b	1	2	-9
Cellphone or Smartphone. c42c	1	2	-9

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
We now turn to another topic.

I.1 Over the last **three months**, did this business or activity spend on security, for example equipment, personnel, security services, or protection payments?

Yes	1	
No	2	<i>GO TO QUESTION I.3</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION I.3</i>

i1

I.2 Please estimate the total cost of security over the last **three months**

	LAO KIP
Total cost of security	i2
DON'T KNOW (SPONTANEOUS)	-9

I.3 Over the last **three months**, has this business or activity experienced losses as a result of crime?

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

i3

I.4a Over the last **three months**, how many incidents of crime did this business or activity experience?

	Number
Number of crime incidents	I4a
DON'T KNOW (SPONTANEOUS)	-9

I.4 Please estimate the value of losses, including sales lost, due to crime that occurred to this business or activity over the last **three months**.

	LAO KIP
Total value of losses	i4
DON'T KNOW (SPONTANEOUS)	-9

I.6 Over the last **three months**, has this business or activity experienced or exposed to harassment by government officials or police?

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

i6

C. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next topic to be covered is about this business or activity's sales and purchases.

D.4 In [insert last calendar month], what were the **total** sales of this business or activity?

	LAO KIP
Last month's total sales	d4
DON'T KNOW (SPONTANEOUS)	-9

D.5 The total sales in [insert last calendar month] were:
INTERVIEWER: READ OUT

Higher than usual	1
Lower than usual	2
The usual	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION D.7

d5

D.6 Could you please estimate the total sales for this business or activity in a **regular month**, that is, a month that is neither the busiest nor the slowest of the year?

	LAO KIP
Regular month's total sales	d6
DON'T KNOW (SPONTANEOUS)	-9

D.7 Could you please estimate total sales for this business or activity in the month of the year with **the lowest sales**?

	LAO KIP
Slowest month's total sales	d7
DON'T KNOW (SPONTANEOUS)	-9

D.8 Could you please estimate total sales of this business or activity in the month of the year with the **highest sales**?

	LAO KIP
Busiest month's total sales	d8
DON'T KNOW (SPONTANEOUS)	-9

D.9 How many **months per year** does this business or activity normally operate?

	Months
Months of operation per year	d9
DON'T KNOW (SPONTANEOUS)	-9

D.10 How many **hours per week** does this business or activity normally operate?

	Hours
Hours of normal operation	d10
DON'T KNOW (SPONTANEOUS)	-9

**INTERVIEWER: READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would now like to ask about relations and interactions with suppliers and customers.**

D.10a Does this business or activity produce or provide services to other businesses?

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

d10a

D.11 Does this business or activity produce or provide services under contract for another business or person?

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

d11

D.13 Does this business or activity purchase its inputs or supplies from suppliers under contract?

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

GO TO QUESTION D.15
GO TO QUESTION D.15
d13

D.14 For how many months has this business or activity worked with the primary supplier of its main input or sales item?

	Number of months
Months of relations with primary supplier	d14
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9
ONE YEAR OR MORE	12

D.15 Which of the following best describes a typical customer? **INTERVIEWER: READ ONE BY ONE**

Someone familiar known through personal interactions	1
Someone familiar known as a repeated customer	2
Someone unfamiliar	3
DON'T KNOW (SPONTANEOUS)	-9

d15

D.16 When selling to customers, during the last year, how frequently were agreements fulfilled without any problems, disputes, or delays?
INTERVIEWER: READ OUT

Never	1
Rarely	2
Sometimes	3
Frequently	4
DON'T KNOW (SPONTANEOUS)	-9

d16

D.17 When buying from suppliers, during the last year, how frequently were agreements fulfilled without any problems, disputes, or delays?
INTERVIEWER: READ OUT

Never	1
Rarely	2
Sometimes	3
Frequently	4
DON'T KNOW (SPONTANEOUS)	-9

d17

IR. BUSINESS PRACTICES

IR.1 In the last three months, has this business or activity done each of the following:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
Visited one of its competitors' businesses to see what products they have available for sale. ir1a	1	2	-9
Asked existing customers whether there are any other products this establishment should sell or produce. ir1b	1	2	-9
Talked with former customers to find out why they have stopped buying from this establishment. ir1c	1	2	-9
Used any special offer to attract customers. ir1d	1	2	-9
Asked suppliers which products are selling well. ir1e	1	2	-9

IR.2 In the last **three months**, has this business or activity attempted to negotiate with a supplier for a lower price?

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

ir2

IR.3 How frequently does this business or activity run out of stock of inventories or raw materials?
INTERVIEWER : READ OUT

Never, it always has enough on hand	1
Rarely	2
Sometimes	3
Frequently, at least once every three months	4
DON'T KNOW (SPONTANEOUS)	-9

ir3

IR.4 Does this business or activity keep written business records?

Yes	1	GO TO QUESTION IR.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION IR.6

ir4

K.3 Are the accounts of the business or activity kept separately from the household expenses?

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

k3

IR.6 Does this business or activity have a written budget for monthly costs, such as rent, electricity, maintenance, transport and other costs?

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

ir6

IR.7 Does this business or activity have a target for sales over the next year?

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

GO TO QUESTION IR.9

GO TO QUESTION IR.9

ir7

IR.8 How frequently does this business or activity compare actual sales to target?
INTERVIEWER : READ OUT

Never or do not compare	1
Once a year or less frequent	2
Two or three times a year	3
Monthly or more often	4
DON'T KNOW (SPONTANEOUS)	-9

ir8

IR.9 Has this business or activity made a budget of the costs it is likely to face next year?

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

ir9

IR.10 Does this business or activity prepare a profit and loss statement at least once a year?

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

ir10

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would like to ask you a few questions about how this business or activity finances its operations.

K.4 In the last year, did this business or activity finance its day-to-day operations by using:
INTERVIEWER: READ ONE BY ONE

	Yes	No	DON'T KNOW (SPONTANEOUS)
Own funds k4a	1	2	-9
Moneylenders k4b	1	2	-9
Microfinance institutions k4c	1	2	-9
Banks k4d	1	2	-9
Friends or relatives k4e	1	2	-9
Other sources k4f	1	2	-9

K.3b In the last year, did this business or activity buy inputs, goods or supplies on credit or receive advances from customers?

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

k3b

K.5 In the last year, did this business or activity sell goods or services on credit?

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

K5

K.6 In the last 3 years, did this business or activity buy any new or used machinery or equipment, vehicles or other means of transport for this business or activity?

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

GO TO QUESTION K.10
GO TO QUESTION K.10

k6

K.7 In the last 3 years, how much did this business or activity spend on purchases of:
INTERVIEWER: READ OUT

	LAO KIP	DOES NOT APPLY	DON'T KNOW
Machinery and equipment, new or used	k7a	-7	-9
Vehicles and other means of transport, new or used	k7b	-7	-9

K.8 In the last 3 years, has this business or activity financed the purchases of machinery or equipment, vehicles or other means of transport for this business or activity by using:
INTERVIEWER: READ ONE BY ONE

	Yes	No	DON'T KNOW (SPONTANEOUS)
Own funds k8a	1	2	-9f
Moneylenders k8b	1	2	-9
Microfinance institutions k8c	1	2	-9
Banks k8d	1	2	-9
Friends or relatives k8e	1	2	-9

K.10 Does the [owner] have a bank account to run this business or activity?

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

k10

K.11 Does the [owner] use a separate bank account for the household?

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

k11

K.11a In its current operations, does the [owner] use mobile money?
MOBILE MONEY TO BE TAILORED TO HOW IT IS COMMONLY KNOWN IN EACH COUNTRY

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

K.11b In its current operations, does the [owner] use mobile money to pay suppliers?

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

K.11c In its current operations, does the [owner] use mobile money to save?

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

K.11d In its current operations, does the [owner] use mobile to pay utility bills?

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

K.11e In its current operations, does the [owner] use mobile money to receive payments from customers?

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

K.11f In its current operations, does the [owner] use mobile money to pay loans?

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

K.12 At this time, does this business or activity have a loan or does the [owner] have a loan for the business or activity?

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

GO TO QUESTION K.17
GO TO QUESTION K.17

k12

K.13 Referring to the most recently obtained loan, where did this business or activity get the loan from?
INTERVIEWER: READ OUT

Bank	1
Moneylenders	2
Microfinance institutions	3
Input supplier or customer	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9
	k13

K.16 Referring only to the most recent loan, did the financing require a guarantee?

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

k16

K.17 In the last year, did this business or activity apply for any loans?

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

GO TO QUESTION L.1

k17

K.18 What was the **main** reason why this business or activity did not apply for any loan?
INTERVIEWER: READ OUT

No need for a loan	1
Application procedures are complex	2
Interest rates are too high	3
Did not have required guarantees	4
Did not think it would be obtained because I am not registered	5
Other (SPONTANEOUS)	6

k18

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about the individuals who work in this business or activity

L.1 In [insert last calendar month], how many of the people worked in this business were:
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid	11a	-9
Unpaid	11b	-9

(INTERVIEWER: CHECK THAT THE SUM IS AT LEAST ONE)

L.2 Would you say that in [insert last calendar month] the number of people working in this business or activity was:
INTERVIEWER: READ OUT. INCLUDE BOTH PAID AND UNPAID WORKERS.

Higher than usual	1
Lower than usual	2
The usual	3
DON'T KNOW (SPONTANEOUS)	-9

12

L.3 Considering a regular month in the last year, could you please estimate how many people worked in this business or activity, including paid and unpaid workers:
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	13	-9

(INTERVIEWER: CHECK THAT THE SUM IS AT LEAST ONE)

L.4 In the month with the highest number of people working over the last year, how many people worked in this business, including paid and unpaid workers? **INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.**

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	14	-9

(INTERVIEWER: CHECK THAT THE SUM IS AT LEAST ONE)

L.5 In the **month with the lowest number of people working** over the last year, how many people worked in this business, including paid and unpaid workers?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	15	-9

(INTERVIEWER: CHECK THAT THE SUM IS AT LEAST ONE)

L.6 In **[insert last calendar month]**, how many females worked in this business, including paid and unpaid workers?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	16	-9

L.7 How many of the people working in this business or activity (including the owner) have the following skills?

	Number	DON'T KNOW (SPONTANEOUS)
Can read	17a	-9
Can write	17b	-9
Can use a computer	17c	-9
Can speak a language other than their native language (KEEP COUNTRY SPECIFIC)	17d	-9

R. REGISTRATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
We now turn to another topic.

R.1 Over the last three years, **[have][owner] [has] the [owner]** considered registering this business or activity with the **Department of Enterprise Registration**?

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

r1

R.7 Over the last three years, **[have][owner] [has] the [owner]** taken any steps to register the business or activity?

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

r7

R.2 Please indicate if any of the following is a reason why this business or activity is not registered with **the Department of Enterprise Registration**.
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
Because of time, fees, and paper work required to complete registration r2a	1	2	-9
Because of the taxes that need to be paid if registered r2b	1	2	-9
Because of the inspections and meetings with government officials that would take place if registered r2c	1	2	-9
Because of the bribes registered businesses need to pay r2d	1	2	-9
Because there is no benefit for my business or activity from being registered r2e	1	2	-9
Because of lack of information about the process of registration, including where to register. r2f	1	2	-9

R.3 **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**
 By looking at the list of reasons why this business is not registered with **the Department of Enterprise Registration**, please tell me which one, if any, currently represents the main reason.
INTERVIEWER: PLEASE READ OUT (SHOWCARD)

Because of time, fees, and paper work required to complete registration	1
Because of the taxes that need to be paid if registered	2
Because of the inspections and meetings with government officials that would take place if registered	3
Because of the bribes registered businesses need to pay	4
Because there is no benefit for my business or activity from being registered	5
Because of I don't know how to register.	6

Main reason why business is not registered	r3
DON'T KNOW (SPONTANEOUS)	-9

R.6 As I read several options please indicate if each one represents a benefit for your business or activity that could be obtained from being registered with the **Department of Enterprise Registration**
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY
Better access to financing or loans r6a	1	2	-9	-7
Better access to raw materials, infrastructure services, and government services r6b	1	2	-9	-7
Less bribes to pay r6c	1	2	-9	-7
Better access to potential customers r6d	1	2	-9	-7

R.8 Has a customer ever refused to do business with this business or activity because it is not registered?

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

r8

R.9 Are there registered firms that provide the same good or service as in this business or activity?

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

GO TO R.5

GO TO R.5

r9

R.10 How do this business' or activity's prices compare to the prices of similar products or services supplied by registered firms?

This business' prices are lower	1
This business's prices are roughly the same	2
This business' prices are higher	3
DON'T KNOW (SPONTANEOUS)	-9

r10

R.5 Does this business or activity have to give gifts, informal payments or bribes to remain unregistered?

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

r5

I.5 Do you think that unregistered businesses or activities similar to this one, give informal payments, gifts, bribes or protection payments to government officials or police in order to stay in business?

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

i5

N. ASSETS

N.1 For [insert last calendar month], what was the total cost incurred by this business in order to make or sell their products/services, including material cost, labor cost and indirect costs?

	LAO KIP	DON'T KNOW (SPONTANEOUS)
Total cost of sales	n1	-9

N.2 For [insert last calendar month], please provide the following information about this business or activity:

	LAO KIP	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Total cost of workers including salaries and any other form of payment	n2a	-9	
Total costs of electricity	n2c	-9	-7

N.3 In its current operations, does this business or activity use any machinery or equipment?

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

n3

N.4 In its current operations does this business or activity use vehicles?

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

n4

N.5 Now I am going to ask you about any utensils, tools, machinery and equipment, vehicles and other property **currently used** in your business or activity, regardless of whether they are owned, rented or leased.

Please estimate how much it would cost if this business were to purchase the following assets that are **currently used in this business**, in their current condition and regardless of whether the business or activity owns them or not.

INTERVIEWER: READ OPTIONS

	LAO KIP	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Tools and utensils	n5a	-9	-7
Machinery and equipment	n5b	-9	-7
Vehicles, cycles, carts and other transportation devices used in the business	n5c	-9	-7
Premises, including land and buildings	n5d	-9	-7

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY IF a41a1=1 (MAKING OR MANUFACTURING GOODS)

N.6m Yesterday, at the end of the day what was the value of all raw materials and finished goods you had in your business?

	LAO KIP
Value of materials and finished goods	n6m
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY IF a41a1=2 or a41a1=231, 232 or 233 (RE-SELLING GOODS/RETAILING OR REPAIR ACTIVITY)

N.6s Yesterday, at the end of the day what was the value of all finished goods to resell you had in your business?

	LAO KIP
Value of goods to resell	n6s
DON'T KNOW (SPONTANEOUS)	-9

N.7 In **[insert last completed month]**, this business made:
INTERVIEWR: READ OUT

Profit	1	SKIP N7a1 and N7a2 GO TO A.15a GO TO A.15a
Loss	2	
Zero profit	3	
DON'T KNOW (SPONTANEOUS)	-9	

n7

N.7a In **[insert last completed month]**, what were the net **[profits or losses]** of this business or activity in LAO KIP?

	LAO KIP
The net [profits or losses] of this establishment in the last completed month	n7a
DON'T KNOW (SPONTANEOUS)	-9

N.7a1 The net profits of this business or activity in **[insert last completed month]** represented:
INTERVIEWR: READ OUT

Higher than usual	1	GO TO A.15a GO TO A.15a
Lower than usual	2	
The usual	3	
DON'T KNOW (SPONTANEOUS)	-9	

n7a1

N.7a2	What were the net profits of this establishment in a regular month , i.e., a month that is neither the busiest nor the slowest of the year?
--------------	--

	LCU
The NET PROFITS or LOSSES of this establishment in a regular month	n7a2
DON'T KNOW (SPONTANEOUS)	-9

A.15a Please complete the following information about the interviewee

Position of main respondent

Largest owner	1	
Employee related to largest owner	2	
Employee NOT related to largest owner	3	
Other	4	
		a15a1a

	Years with the business	Gender
Main respondent	a15a2a	a15a3a

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

A.1 Interviewer code

a1

A.2 Supervisor code

a2

A.15b Name of City

a15b

A.15c Name of neighborhood

a15c

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

Day (dd)	Month (mm)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15h	a15min

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

S/R. INFORMATION ON REFUSALS TO SHORT FORM

INFORMATION CODED BY ENUMERATOR IN THE CASE OF REFUSAL (A0 = 2)

**INTERVIEWER: HOW MANY PEOPLE ARE OBSERVED WORKING IN THE BUSINESS ACTIVITY?
INCLUDE ALL PEOPLE OBSERVED CURRENTLY WORKING (INCLUDING RESPONDENT)**

	Number
Number of people observed working in the business	rf4

INTERVIEWER: DOES THE BUSINESS HAVE ANY VISIBLE SIGNAGE, INCLUDING DISPLAYED PERMITS?

Yes	1
No	2

rf5

	Gender
Main respondent	a15a3a

A.15 Time interview ends:

Day (dd)	Month (mm)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15h	a15min

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

L/R. INFORMATION ON REFUSALS TO LONG FORM

A.15a Please complete the following information about the interviewee

	Gender
Main respondent	a15a3a

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

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

Day (dd)	Month (mm)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15h	a15min

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)