

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY

Kenya Services 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
Sampling location	a2
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.3a	Screener Region a3a	A.6	Screener Size a6b
Mombasa	1	Small ≥ 5 and ≤ 19	1
Kilifi	2	Medium ≥ 20 and ≤ 99	2
Machakos	3	Large ≥ 100	3
Kirinyaga	4		
Kiambu	5		
Trans Nzoia	6		
Uasin Gishu	7		
Nakuru	8		
Kisumu	9		
Nairobi	10		

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

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B. GENERAL INFORMATION

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

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

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

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

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 KENB.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO KENB.1

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

KENB.1 What percentage of this firm is owned by the same family? (If more than one family, refer to the one with largest ownership)

	Percent
Percentage of family ownership	KENb1 %
DON'T KNOW (SPONTANEOUS)	-9

KENB.2 What percentage of this firm is owned by Indians or Kenyan of Indian descent?

	Percent
Percentage of owned by Indians or Kenyan of Indian decent	KENb2 %
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

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

B.6a	Was this establishment formally registered when it began operations?
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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?
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	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a	Is the Top Manager female?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

B.8	Does this establishment have an internationally-recognized quality certification? INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP
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Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GOTO KENB.3

GO TO KENB.3

b8

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B.8x	Please specify the internationally-recognized quality certifications.
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Specify certifications	b8x
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KENB.3	Is this establishment, or the firm to which it belongs, part of a formally registered business membership organization, trade association, guild, or chamber of commerce?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

KENb3

KENB.4	Is this establishment, or the firm to which it belongs, part of an unregistered business association, network, or business support group?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

KENb4

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

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

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

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

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

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

C.6 Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience power outages?

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

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

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

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

C.10 Over the course of fiscal year **[Insert last complete fiscal year]**, did this establishment own or share a generator?

No	2	GO TO C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.12
	c10	

C.11 In fiscal year **[Insert last complete fiscal year]**, 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	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b
	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.22b At the present time, does this establishment have its own website?

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

c22b

C.30 Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment?
SHOW CARD 3

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) 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 topic to be covered is how and where this establishment makes its sales.

D.1a1	<p>In fiscal year [Insert last complete fiscal year], what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales</p> <p>ENUMERATOR: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "DATA CONSULTING IT SERVICES" NOT JUST "IT SERVICES"</p>
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A IS MANUFACTURING (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

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

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

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

D.2	In fiscal year [Insert last complete fiscal year] , what were this establishment's total annual sales for all products and services?
------------	--

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

N.3	Looking back at fiscal year [Insert last complete fiscal year minus two] , what were total annual sales for this establishment?
------------	--

	LCUs
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3	Coming back to fiscal year [Insert last complete fiscal year] , what percentage of this establishment's sales were: SHOW CARD 4
------------	--

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

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

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10	In fiscal year [Insert last complete fiscal year] , 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 D.12

D.11	In fiscal year [Insert last complete fiscal year] , 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 [Insert last complete fiscal year] , what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 5
-------------	---

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

IF 0 GO TO D.30

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

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

Yes	1	
No	2	GO TO D30
DON'T KNOW (SPONTANEOUS)	-9	GO TO D.30
	d13	

D.14	In fiscal year [Insert last complete fiscal year] , when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
-------------	---

	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

0									
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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
DOES NOT APPLY (SPONTANEOUS)	-7

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
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	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 **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?
SHOW CARD 7

INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES 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 **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

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

GO TO R.4

GO TO R.4

r2

R.3 Over the last complete fiscal year **[Insert last complete fiscal year]**, how many performance 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 [Insert last complete fiscal year] , did this establishment have service provision targets? Examples of service provision targets are: sales volume, customer satisfaction, efficiency, waste, 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 [Insert last complete fiscal year] , what best describes the time frame of service provision targets at this establishment? SHOW CARD 8
------------	---

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 [Insert last complete fiscal year] , how easy or difficult was it for this establishment to achieve its service provision targets overall? SHOW CARD 9
------------	--

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 [Insert last complete fiscal year] , who was aware of the service provision targets at this establishment? SHOW CARD 10
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Only senior managers	1
Most managers and some workers	2
Most managers and most workers	3
All managers and most workers	4
DON'T KNOW (SPONTANEOUS)	-9

r7

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R.8	Over the last complete fiscal year [Insert last complete fiscal year] , did this establishment have performance bonuses for managers that were based on service provision targets?
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Yes	1	
No	2	GO TO R.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.10
		r8

R.9	Over the last complete fiscal year [Insert last complete fiscal year] , 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 firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	
		r9

R.10	Over the last complete fiscal year [Insert last complete fiscal year] , 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

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R.11	Over the last complete fiscal year [Insert last complete fiscal year] , 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.11	Does this establishment compete against unregistered or informal establishments?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e11

E.30	Using the response options on the card; To what degree are Practices of Competitors in the Informal Sector an obstacle to the current operations of this establishment? SHOW CARD 14
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	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	GO TO H.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO 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	GO TO H.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO H.5

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;</p> <p>logistics, delivery, or distribution methods for inputs, products, or services;</p> <p>or supporting activities for processes?</p>
------------	--

Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8
		h5

H.6	<p>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.</p>
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Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h6x

H.7	<p>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.</p>
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IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

H.8	<p>During last fiscal year, did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
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Yes	1	
No	2	GO TO KENH.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO KENH.1
		h8

H.9	<p>During last fiscal year, how much did this establishment spend on research and development activities, either in-house or contracted with other companies?</p>
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	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

KENH.1	Over the last THREE years, has this establishment introduced product or process innovation resulting from any of the following?: INTERVIEWER: READ OUT
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Innovation resulting from:	Yes	No	DON'T KNOW (SPONT.)
Strategic alliance with other organizations KENha	1	2	-9
Collaboration and co-development with other organizations KENh1b	1	2	-9
Acquisition of other companies KENh1c	1	2	-9

**QUESTION KENH1 TO BE SKIPPED IF NEITHER H1 NOR H5 ARE =1
(THERE WAS NO PRODUCT AND NO PROCESS INNOVATION)**

KENH.2	Over the last THREE years, did this establishment: READ EACH OPTION ALOUD
---------------	--

	Yes	No	DON'T KNOW (SPONT.)
Apply for a patent concerning any product process innovation KENh2a	1	2	-9
Register an industrial design KENh2b	1	2	-9
Apply for a trademark KENh2c	1	2	-9
Apply for a copyright KENh2d	1	2	-9

IF QUESTION KENh2a = 1 or -9, SKIP TO QUESTION KENH.4.

KENH.3	What was the main reason why this establishment did not apply for a patent a product or process innovation over the last three years? SHOW CARD KEN1
---------------	---

Did not have a product to patent	1
Not aware of the importance to patenting a new product or process	2
Did not know the process to apply	3
Process is cumbersome	4
Process is expensive	5
DON'T KNOW (SPONTANEOUS)	-9

KENh3

KENH.4	Over the last THREE years, did this establishment license out to other companies any of the following?: READ EACH OPTION ALOUD
---------------	---

		Yes	No	DON'T KNOW (SPONT.)
Patent on its product or process innovation	KENh4a	1	2	-9
Registered industrial design	KENh4b	1	2	-9
Trademark	KENh4c	1	2	-9
Copyright	KENh4d	1	2	-9

KENH.5	Over the last THREE years, did this establishment provide formal training to any of its employees specifically for the development and/or introduction of new products or new processes?
---------------	---

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

KENh5

KENH.6	Over the last THREE years, has this establishment used any of the incubation labs set up by the government, universities, or private sector?
---------------	---

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

GO TO QUESTION KENH.8
GO TO QUESTION KENH.8

KENh6

KENH.7	Using the response options on the card, overall how do you rate the services offered by these incubation labs in supporting this establishment's efforts on innovation? SHOW CARD KEN2
---------------	--

Not useful	1
Somewhat useful	2
Useful	3
Very useful	4
DON'T KNOW (SPONT.)	-9

KENh7

KENH.8	Which of the following is the most important source of information, ideas or advice regarding technological upgrade for this establishment? SHOW CARD KEN3
---------------	--

INTERVIEWER: DO NOT READ OPTIONS

1- In-house R&D and personnel
2- Knowledge from parent or sister company
3 –Interaction with suppliers
4- Interactions with customers
5- Consultancy firms or individual consultants
6- Business associations
7- Professional journals and trade publications
8- Government programs
9- Internet

Most important source of information	KENh8
NONE OF THEM (SPONT.)	-7
DON'T KNOW (SPONTANEOUS)	-9

Note: Rotation positions vary as the list of options is randomized.

KENH.9	Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to technological upgrading of this establishment? SHOW CARD KEN4
---------------	---

							(SPONTANEOUS)	
	POSITI ON	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Lack of skilled manpower KENh9a	skill_pos	0	1	2	3	4	-9	-7
Financial constraints KENh9b	fin_pos	0	1	2	3	4	-9	-7
Incompatibility with existing technology KENh9c	tecn_pos	0	1	2	3	4	-9	-7

Note: Rotation positions vary as the list of options is randomized.

G. LAND AND PERMITS

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

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

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

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

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

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		g4

QUESTIONNAIRE NUMBER **id**

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

**INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS.
OTHERWISE GO TO G.30**

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	GO TO G30
		g5a

SPECIFY UNITS

Square Feet	1	
Square Yards	2	
Square Meters	3	
OTHER (SPECIFY) <u>g5bx</u>	4	
		g5b

G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 14
-------------	---

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							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 **[Insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

Yes	1	
No	2	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.3
		i1

I.2 In fiscal year **[Insert last complete fiscal year]**, 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

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

I.3 In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

Yes	1	
No	2	GO TO I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.30
		i3

I.4 In fiscal year **[Insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism, arson, internet hacking or fraudulent internet transactions 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

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

I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment?
SHOW CARD 14

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) 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 [Insert last complete fiscal year] , 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 15
------------	--

	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**

KENK.1	Please estimate the proportion of this establishment's working capital that was financed by Saving and Credit Cooperative Organizations (SACCOs) during [insert last complete fiscal year]
---------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
% of working capital from Saving and Credit Cooperative Organizations (SACCOs)?	KENk1 %	-9

ASK ONLY IF K3e>0

KENK.2	Please estimate the proportion of this establishment's working capital that was financed by Government grants such as Uwezo, Youth and Women Enterprise Development fund during [insert last complete fiscal year] .
---------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
% of working capital from Government grants	KENk2 %	-9

ASK ONLY IF K3hd>0

QUESTIONNAIRE NUMBER **id**

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

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

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

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

k4

N.5	In fiscal year [Insert last complete fiscal year] , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	---

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

K.5	Over fiscal year [Insert last complete fiscal year] , please estimate the proportion or [Insert LCU] amount of this establishment's total purchases of fixed assets that were financed from the following sources: SHOW CARD 16
------------	---

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	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 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 K.15d

GO TO 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 17

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

QUESTIONNAIRE NUMBER **id**

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

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

	[Insert LCUs]
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 K.15b GO TO 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.15a Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	[Insert LCUs]
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	GO TO K.15d
Total number of open lines of credit and outstanding loans	k15b	
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?

	[Insert LCUs]
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 [Insert last complete fiscal year] , did this establishment apply for any lines of credit or loans?
-------------	--

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

GO TO K.20

GO TO K.21

k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 18
-------------	---

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

GO TO K.21

GO TO K.21

GO TO K.21

GO TO K.21

GO TO K.21

GO TO K.21

GO TO K.21

GO TO 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? INTERVIEWER: READ OUT
-------------	--

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 [insert last complete fiscal year] , 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

KENK.3	Did this establishment's demand for bank credit increase following the interest rate cap introduced in 2016?
---------------	--

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

KENk3

KENK.4	Overall, how did the 2016 interest rate cap affect this establishment's access to credit?
---------------	---

Negatively affected	1
Positively affected	2
No effect	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.30

GO TO QUESTION K.30

GO TO QUESTION K.30

KENk4

KENK.5	What is the main coping mechanism of this establishment to deal with the negative effect of the interest rate cap on its access to credit? SHOW CARD KEN5
---------------	---

Use of retained earnings/internal finance	1
Use of SACCOs	2
Use of MFIs	3
Use of informal lenders	4
No alternatives used	5
DON'T KNOW (SPONTANEOUS)	-9

KENk5

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

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 19
-------------	--

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

S. MOBILE MONEY**INTERVIEWER READ THE FOLLOWING:**

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

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

Yes	1	
No	2	<i>GO TO MMS.11</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO MMS.11</i>

MMs1

MMS.2 Please indicate the main reason this establishment started using mobile money for any of its financial transactions.
SHOW CARD KEN6

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

MMs2

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

Yes	1	
No	2	<i>GO TO MMS.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO MMS.5</i>

MMs3

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

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

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

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

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

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

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

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

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

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

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

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

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

	Percent
Percentage of annual sales to receive payments from customers	MMs10%
DON'T KNOW (SPONTANEOUS)	-9

MMS.12	In the last complete fiscal year, did this establishment use mobile money to access loans ?
---------------	--

Yes	1	GO TO J.1 GO TO J.1 GO TO J.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MMs12

MMS.11	Please indicate the main reason why this establishment doesn't use mobile money for financial transactions. SHOW CARD KEN7
---------------	---

Don't know enough about mobile money	1	MMs11
Fees are too high	2	
Establishment's payments are too large to use mobile money	3	
Not easy to use	4	
Customers don't use mobile money	5	
Suppliers don't use mobile money	6	
DON'T KNOW (SPONTANEOUS)	-9	

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 20

					(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 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	GO TO KENJ.1 GO TO KENJ.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		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

KENJ.1	Over the last year, was this establishment visited or inspected by government officials for compliance with any government regulations other than for tax purpose?
---------------	--

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

GO TO J.6a

GO TO J.6a

KENj1

KENJ.2	Over the last year, how many times was this establishment visited or inspected by government officials for compliance with any government regulations other than for tax purpose?
---------------	---

	Number
Times inspected or met with government regulators	KENj2
DON'T KNOW (SPONTANEOUS)	-9

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 J.7

GO TO 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

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

KENJ.3 Now, thinking about the last **THREE** years, has this establishment succeeded in securing a government contract, at the county or national level?

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

GO TO KENJ.5
GO TO KENJ.5

KENj3

KENJ.4 Please estimate the total value of the most recent government contract as a percentage of total annual sales for that year?

	Percent
Value of most recent government contract as percentage of annual sales for the year	KENj4 %
DON'T KNOW (SPONTANEOUS)	-9

KENJ.5 Over the past **THREE** years, was any of contracts with the government, local or central, was late for payment?

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

GO TO KENJ.7
GO TO KENJ.7

KENj5

KENJ.6 On average, by how many months is the government late in making payments?

	Number of Months
Number of months late	KENj6
DON'T KNOW (SPONTANEOUS)	-9

KENJ.7 Over the last **THREE** years, did this establishment receive any government contracts under the affirmative platform (i.e., procurement for enterprises owned by persons with disability (PWDs), women, youth and micro and small enterprises (MSEs))?

Yes	1	
No	2	GO TO J10
DON'T KNOW (SPONTANEOUS)	-9	GO TO J10

KENj7

KENJ.8 Please estimate the total value of the most recent government contract obtained by this establishment under the affirmative action platform as a percentage of total annual sales for that year?

	Percent
Contract value under affirmative action as a percentage of total sales	KENj8%
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	GO TO J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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 KENJ.9**GO TO KENJ.9****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

KENJ.9 Over the last **THREE** years, has this establishment used the services of any "Huduma Centre"?

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

GO TO KENJ.11**GO TO KENJ.11****KENj9**

KENJ.10	Using the response options on the card, how do you rate the quality of services offered by the “Huduma Centre”? In case the services of more than one Huduma Center were used, please refer to the Center that provided the most recent service. SHOW CARD KEN8
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Below my expectations	1
In line with my expectations	2
Above my expectations	3
DON'T KNOW (SPONT.)	-9

KENj10

KENJ.11	Thinking about county-level taxes and levies and comparing the year 2016 to 2012, did the [insert option] increase, decrease, or remain the same? INTERVIEWER: READ OUT
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			(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
	Increase	Decrease	Remain the same	
Land tax KENj11a	1	2	3	-9 -7
Cost of single business permit KENj11b	1	2	3	-9 -7

J.30	Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 23
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							(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Tax rates j30a	taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	corruption_pos	0	1	2	3	4	-9	-7
Courts h30	courts_pos	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER **id**

0									
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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 **[Insert last complete fiscal year]**, 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 at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

- L.2** Looking back, at the end of fiscal year **[Insert last complete fiscal year minus two]**, 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 [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

- L.5** At the end of fiscal year **[Insert last complete fiscal year]**, in this establishment how many permanent, full-time workers were **female**?

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

L.6	<p>How many full-time seasonal or temporary employees did this establishment employ during [Insert last complete fiscal year]?</p> <p>Full-time, temporary workers are all short-term, that is for less than a year, employees with no guarantee of renewal of employment and work full-time.</p>
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	Number	
Full-time seasonal or temporary workers employed last fiscal year	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO L.9b
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.9b

L.6a	How many full-time seasonal or temporary employees during fiscal year [Insert last complete fiscal year] , were female?
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	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 [Insert last complete fiscal year] ?
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	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	<p>What percentage or how many of the full-time permanent workers completed secondary school?</p> <p>Please provide the percentage or number, not both.</p>
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	Percent	OR	Number
Percentage or number of full time permanent workers who completed secondary school	19b		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

QUESTIONNAIRE NUMBER **id**

0									
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L.10	Over fiscal year [Insert last complete fiscal year] , did this establishment have formal training programs for its permanent, full-time employees?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

110

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 23
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						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations130a						0	1	2	3	4	-9	-7
Inadequately educated workforce130b						0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

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

QUESTIONNAIRE NUMBER **id**

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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 (INLCUDING L AND N) ARE COMPLETE.

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential. The identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2	From this establishment's Income Statement for fiscal year [Insert last complete fiscal year] , please provide the following information: SHOW CARD 25
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INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

QUESTIONNAIRE NUMBER **id**

0									
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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 THER REMAINING INFORMATION ON YOUR OWN

A.16 It is my perception that the responses to the questions regarding opinions and perceptions were:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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:

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

Hour	Minutes

a19h

a19m

QUESTIONNAIRE NUMBER **id**

0									
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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