

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK MICRO-ENTERPRISE SURVEY

Manufacturing Module (2018)

MOZAMBIQUE

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
Multi-establishment firm?	a7

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

A.4 Industry		Screener sector a4b	Questionnaire a0 FROM A4B
Manufacturing	Food	15	1 - manufacturing
	Tobacco	16	
	Textiles	17	
	Garments	18	
	Leather	19	
	Wood	20	
	Paper	21	
	Publishing, printing, and Recorded media	22	
	Refined petroleum product	23	
	Chemicals	24	
	Plastics & rubber	25	
	Non metallic mineral products	26	
	Basic metals	27	
	Fabricated metal products	28	
	Machinery and equipment (29-30)	29	
	Electronics (31-32)	31	
	Precision instruments	33	
	Transport machines (34-35)	34	
	Furniture	36	
	Recycling	37	

A.3a	Screener Region a3a	A.6	Screener Size a6b
Cabo Delgado	1	Micro <5	0
Nampula	2		
Zambézia	3		
Tete	4		
Manica	5		
Sofala	6		
Greater Maputo	7		

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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**

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A.3x Name of City/town/village

INTERVIEWR**UPDATE IF INCORRECT**

a3x

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Mozambique**. 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.

R.4 Does this establishment keep written business records of its costs and sales?

Yes	1	
No	2	SKIP TO B.1
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO B.1
		r4

R.4a In what year did this establishment start keeping records of its costs and sales?

	Year
Year establishment started keeping record	r4a
DON'T KNOW (SPONTANEOUS)	-9

A.20 On which calendar date did the last completed fiscal year end?

Year	Month	Day
a20y	a20m	a20d

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Reference period	IF r4=1, REFERENCE PERIOD IS THE FISCAL YEAR IN A20; IF R4=2 OR -9, REFERENCE PERIOD IS THE LAST TWELVE MONTHS.
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A. 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
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Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) ___b1x___	6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.2**b1**

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

B.3	What percentage of this firm does the largest owner or owners own?
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	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
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	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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

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

b4

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

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

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

READ ONLY IF A7=1 (yes)

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

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

b6a

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B.6b In what year was this establishment formally registered?

	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

MZB.1 Did the main owner start this business or activity?

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

GO TO QUESTION MZB.3

MZb1

MZB.2 How did the main owner acquire ownership of this business or activity?
INTERVIEWER: READ OUT

Purchased an existing business	1
Joined an existing family business	2
Joined an existing non-family business	3
OTHER (SPONTANEOUS)	4
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION MZB.4

GO TO QUESTION MZB.4

GO TO QUESTION MZB.4

GO TO QUESTION MZB.4

GO TO QUESTION MZB.4

MZb2

MZB.3 What was the main reasons for **starting** business?
SHOW CARD MZ1

The opportunity to start and develop a profitable business	1
To have a secondary source of income	2
Convenience of location and/or hours	3
Unable to find another source of income	4
Other sources	5
NOT APPLICABLE (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

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MZB.4 What was the main source of funding used to start/acquire this business or activity:
SHOW CARD MZ2

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

MZB.5 What was the main owner's occupation prior to this business or activity?
SHOW CARD MZ3

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

MZb5

MZB.6 For how many years has the the main owner lived in this city?

	Number of Years
Number of years	MZb6
ENTIRE LIFE	-5
DON'T KNOW (SPONTANEOUS)	-9

MZB.7 How many people live in main owner's household?

	Number
Number of household members of the [owner]	MZb7
DON'T KNOW (SPONTANEOUS)	-9

MZB.8 Does the main owner currently have a job with a wage?
INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR

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

MZb8

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MZB.9	If offered a full-time employment with a regular monthly wage that is comparable to the current monthly earning from this business or activity, would the main owner be willing to leave the current business or activity and take the full-time employment with a regular wage?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

MZb9

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

MZB.10	What is the highest level of education completed by this establishment's Top Manager? SHOW CARD MZ4
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No school	1
Primary School- First level	2
Primary School- Second level	3
High School- First level	4
High School- Second level	5
Professional School	6
Undergraduate Degree	7
Post-graduate degree (Master's, Phd)	8
DON'T KNOW (SPONTANEOUS)	-9

MZb10

MZB.11	How old is this establishment's Top Manager?
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	Age
Top Manager's age	MZb11
DON'T KNOW (SPONT.)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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B. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

Now, we turn to the establishment's operations

MZC.1 Where is this business or activity primarily carried out from? **(INTERVIEWER - READ OUT)**

Within household premises	1
Outside household premises	2

MZc1**C.3** Over the last two years, did this establishment submit an application to obtain an electrical connection?

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

GO TO QUESTION C.6
GO TO QUESTION C.6**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 **[INSERT REFERENCE PERIOD]**, did this establishment experience power outages?

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

GO TO QUESTION C.10
GO TO QUESTION C.10**c6**

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C.7	In a typical month, over [INSERT REFERENCE PERIOD] , how many power outages did this establishment experience?
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	Number	
Number of power outages in a typical month	c7	IF 0, GO TO QUESTION C.9
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.9

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

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

C.10	Over the course of [INSERT REFERENCE PERIOD] , did this establishment own or share a generator?
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Yes	1	
No	2	GO TO QUESTION C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.12
	c10	

C.11	In [INSERT REFERENCE PERIOD] , what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?
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	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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

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

GO TO QUESTION C.15

GO TO QUESTION C.15

c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14 In reference to that application for a water connection, was an informal gift or payment expected or requested?

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

c14

C.15 Over **[INSERT REFERENCE PERIOD]**, did this establishment experience insufficient water supply for production?

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

GO TO QUESTION MZC.2

GO TO QUESTION MZC.2

GO TO QUESTION MZC.2

c15

C.16 In a typical month, over **[INSERT REFERENCE PERIOD]**, how many incidents of insufficient water supply did this establishment experience?

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

GO TO QUESTION MZC.2

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

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

MZC.2 At the present time, does this establishment have access to Internet for business purposes?

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

MZc2

MZC.3 At the present time, does this establishment use computer(s)?

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

MZc3

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

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**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Water	MZc30b	0	1	2	3	4	-9	-7

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C. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In **[INSERT REFERENCE PERIOD]**, what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING" NOT JUST SHOES' MANUFACTURING

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

INTERVIEWER: IF D1A1A IS SERVICES CODE (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

D.2 In **[INSERT REFERENCE PERIOD]**, what were this establishment's total annual sales for **ALL** products and services?

	MZN
Last complete [INSERT REFERENCE PERIOD] 's total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

N.3 Looking back at the end of **[INSERT REFERENCE PERIOD minus two]**, what were total annual sales for this establishment?

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

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D.3 Coming back to **[INSERT REFERENCE PERIOD]**, did this establishment export, directly or indirectly (sold domestically to third party that exports products)?

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

d3

MZD.1 In **[REFERENCE PERIOD]**, what percentage of this establishment's sales were to:
INTERVIEWER: READ OUT

	Percent	DON'T KNOW (SPONTANEOUS)
Government (national and local)	MZd1a %	-9
Other establishments	MZd1b %	-9

D.12 In **[INSERT REFERENCE PERIOD]**, what percentage of this establishment's purchases of material inputs or supplies were:
SHOW CARD 4

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, for the next few questions, we turn to sales for the last completed month

DM.4 In **[insert last month]**, what were the **total** sales of this establishment?

	MZN
Last month's total sales	dm4
DON'T KNOW (SPONTANEOUS)	-9

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DM.5	The total sales in [insert last month] represented: INTERVIEWER: READ OUT
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Higher than usual	1
Lower than usual	2
The usual	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION DM.7

dm5

DM.6	What are total sales for this establishment in a regular month , that is, a month that is neither the busiest nor the slowest month of the year?
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	MZN
Regular month's total sales	dm6
DON'T KNOW (SPONTANEOUS)	-9

DM.7	What are total sales for this establishment in the month of the year with the lowest sales ?
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	MZN
Slowest month's total sales	dm7
DON'T KNOW (SPONTANEOUS)	-9

DM.8	What are total sales of this establishment in the month of the year with the highest sales ?
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	MZN
Busiest month's total sales	dm8
DON'T KNOW (SPONTANEOUS)	-9

D.30	Using the response options on the card, to what degree is [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 5
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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

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R. BUSINESS PRACTICES

R.1	In the last three months, has this establishment done each of the following: INTERVIEWER: READ OUT
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	Yes	No	DON'T KNOW (SPONTANEOUS)
Visited one of its competitor's businesses to see what products they have available for sale. r1a	1	2	-9
Asked existing customers whether there are any other products this establishment should sell or produce. r1b	1	2	-9
Talked with former customers to learn why they stopped buying from this establishment. r1c	1	2	-9
Used any special offers to attract customers. r1d	1	2	-9
Asked suppliers which products are selling well. r1e	1	2	-9

R.2	In the last three months, has this establishment attempted to negotiate with a supplier for a lower price?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

r2

R.3	How frequently does this establishment run out of inventories or raw materials? READ OUT
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Never, it always has enough on hand	1
Rarely	2
Frequently, at least once every three months	3
DON'T KNOW (SPONTANEOUS)	-9

r3

R.6	Does this establishment have a written budget for monthly costs for rent, electricity, maintenance, transport and other costs?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

r6

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R.7 Does this establishment have a target for sales over the next year?

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

GO TO QUESTION R.9

GO TO QUESTION R.9

r7

R.8 How frequently does this establishment compare actual sales with target sales?
INTERVIEWER: READ OUT

Never / 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

r3

R.9 Has this establishment made a budget of the costs it is likely to face next year?

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

r9

R.10 Does this establishment prepare a profit and loss statement at least once a year?

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

r10

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D. DEGREE OF COMPETITION

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

E.11	Does this establishment compete against unregistered or informal firms?
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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 5
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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

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

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

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

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

GO TO QUESTION H.5

GO TO QUESTION H.5

h1

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

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

h2

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

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

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

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

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H.5	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.8**GO TO QUESTION H.8****h5**

H.6	<p>Please describe in detail the main new or 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> <p>IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"</p>
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Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h7x**

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

e6

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F. CAPACITY

F.1	In [INSERT REFERENCE PERIOD] , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
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	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

F.2	In [INSERT REFERENCE PERIOD] , how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)
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	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

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G. LAND AND PERMITS

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

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

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

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

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

Yes	1	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		g2

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

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

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

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

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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 5](#)

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

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

- I.1** In **[INSERT REFERENCE PERIOD]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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

GO TO QUESTION I.3**GO TO QUESTION I.3****i1**

- I.2** In **[INSERT REFERENCE PERIOD]**, 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

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

- I.3** In **[INSERT REFERENCE PERIOD]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or internet fraudulent transactions?

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

id

[illegible]

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 5

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

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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 [INSERT REFERENCE PERIOD] , 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 6
------------	--

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

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

K.4	In [INSERT REFERENCE PERIOD] , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
------------	--

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

GO TO QUESTION K.4b

GO TO QUESTION K.4b

k4

N.5	In [INSERT REFERENCE PERIOD] , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	--

	MZN	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

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K.5	Over [INSERT REFERENCE PERIOD] , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 7
------------	---

	Percent	OR	Amount MZN	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc %		k5bc1	-9
Borrowed from non-bank financial institutions	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj %		k5hdj1	-9
	100%		n5A+n5B	

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you about the **[INSERT REFERENCE PERIOD] before last.**

K.4b	In [REFERENCE PERIOD minus one] , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
-------------	---

Yes	1	
No	2	GO TO QUESTION K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.6
		k4b

N.5c	In [REFERENCE PERIOD minus one] , how much did this establishment spend on purchases of:
N.5d	INTERVIEWER: READ OUT

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

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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**MZK.1** In its current operations, does this establishment use mobile money to pay suppliers?

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

MZK.2 In its current operations, does this establishment use mobile money for savings?

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

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

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

GO TO QUESTION K.15d**GO TO QUESTION K.15d****k8****K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 8**

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

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

GO TO QUESTION K.15b

GO TO QUESTION K.15b

k13

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

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

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

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

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

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

GO TO QUESTION K.15d

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

	MZN
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 **[INSERT REFERENCE PERIOD]**, did this establishment apply for any lines of credit or loans?

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

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 9

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

k17

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

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

k20a1

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K.21	In [INSERT REFERENCE PERIOD] , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	---

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

k21

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 10
-------------	--

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

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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.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

J.3 Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	
No	2	GO TO QUESTION J.6a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.6a
		j3

J.4 Over the last year, how many times was this establishment visited or inspected by tax officials or required to meet with them?

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j5

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

Yes	1	
No	2	GO TO QUESTION J.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.7
		j6a

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

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

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

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J.15 In reference to that application for an operating license, was an informal gift or payment expected or requested?

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

j15

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 10

							(SPONTANEOUS)	
	POSITION	No obst acle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
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

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

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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 **[INSERT REFERENCE PERIOD]**, 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 end of last [INSERT REFERENCE PERIOD]	11
DON'T KNOW (SPONTANEOUS)	-9

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

- L.4** At the end **[INSERT REFERENCE PERIOD]**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals whose tasks require extensive theoretical and technical knowledge	14a1	-9
In semi-skilled jobs, that is technicians whose tasks require some level of mechanical or technical knowledge	14a2	-9
In unskilled jobs, those whose tasks involve no specialized knowledge	14b	-9

- L.5** Coming back to **[INSERT REFERENCE PERIOD]**, how many permanent full-time individuals that worked in this establishment were female?

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

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L.6	<p>How many full-time seasonal or temporary employees did this establishment employ during [INSERT REFERENCE PERIOD]?</p> <p>Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of employment and work full-time.</p>
------------	--

	Number
Full-time seasonal or temporary workers employed last [INSERT REFERENCE PERIOD]	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b

GO TO QUESTION L.9b

L.6a	How many full-time seasonal or temporary employees during [INSERT REFERENCE PERIOD] were female?
-------------	---

	Number
Full-time female seasonal or temporary workers employed [INSERT REFERENCE PERIOD]	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8	What was the average length of employment of all full-time temporary employees in [INSERT REFERENCE PERIOD] ?
------------	--

	Months
Average length full-time seasonal or temporary employment in [INSERT REFERENCE PERIOD] , in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b	What is the percentage of full-time permanent workers who completed secondary school?
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	Percent
Percentage of full time permanent workers who completed secondary school	19b
DON'T KNOW (SPONTANEOUS)	-9

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MZS.3	How many years of work experience does a typical permanent, full-time employee in the following occupational category have? Please consider all years of work experience.
--------------	---

	Years of experience	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Managers	MZs3a	-9	-7
Non-Managers	MZs3b	-9	-7

MZS.4	At the end of [REFERENCE PERIOD], did this establishment have foreign permanent, full-time employees?
--------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
	MZs4

MZS.5	For the following types of skills, how do you rate the level of skills of this establishment's managers compared to the needs of the establishment? SHOW CARD MZ5 INTERVIEWER: PLEASE READ OUT THE QUESTIONS
--------------	---

				(SPONTANEOUS)		
		Below required	As required	Above required	DON'T KNOW	DOES NOT APPLY
Numeracy or math skills	MZS5a	0	1	2	-9	-7
Problem solving/critical thinking	MZS5b	0	1	2	-9	-7
Foreign languages	MZS5c	0	1	2	-9	-7
Managerial and leadership skills	MZS5d	0	1	2	-9	-7
Interpersonal and communication skills	MZS5e	0	1	2	-9	-7
Job-specific technical skills	MZS5f	0	1	2	-9	-7

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MZS.6	For the following types of skills, how do you rate the level of skills of this establishment's non-managers compared to the needs of the establishment? SHOW CARD MZ5 INTERVIEWER: PLEASE READ OUT THE QUESTIONS
--------------	---

				(SPONTANEOUS)		
		Below required	As required	Above required	DON'T KNOW	DOES NOT APPLY
Numeracy or math skills	MZS6a	0	1	2	-9	-7
Problem solving/critical thinking	MZS6b	0	1	2	-9	-7
Foreign languages	MZS6c	0	1	2	-9	-7
Managerial and leadership skills	MZS6d	0	1	2	-9	-7
Interpersonal and communication skills	MZS6e	0	1	2	-9	-7
Job-specific technical skills	MZS6f	0	1	2	-9	-7

L.10	Over [REFERENCE PERIOD] , did this establishment have formal training programs for its permanent, full-time employees?
-------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
GO TO QUESTION LM.1 GO TO QUESTION LM.1	
110	

MZS.13	Were the formal training programs in-house, external or both?
---------------	---

In-house	1
External	2
Both	3
DON'T KNOW (SPONTANEOUS)	-9
MZs13	

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

	Number	DON'T KNOW (SPONTANEOUS)
Can read	MZI7a	-9
Can write	MZI7b	-9
Can use a computer	MZI7c	-9
Can speak a language other than their native (KEEP COUNTRY SPECIFIC)	MZI7d	-9

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READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, for the next few questions, we turn to employment for the last month

LM.1	In [insert last month] , 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	lm1	-9

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

LM.2	Would you say that in [insert last month] , the number of people working in this establishment was: INTERVIEWER: READ OUT
-------------	--

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

GO TO QUESTION LM.4

lm2

LM.3	In a regular month last year, how many people worked in this establishment, including paid and unpaid workers: INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.
-------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	lm3	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

LM.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.
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	Number	DON'T KNOW
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QUESTIONNAIRE NUMBER **id**

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		(SPONTANEOUS)
Paid and unpaid	lm4	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

LM.5	<p>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?</p> <p>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</p>
-------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	lm5	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

L.30	<p>Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment?</p> <p>SHOW CARD 11</p> <p>Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment?</p> <p>SHOW CARD 11</p>
-------------	---

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations130a	0	1	2	3	4	-9	-7
Inadequately educated workforce130b	0	1	2	3	4	-9	-7

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

M.1 By looking at the list of elements of the business environment, can you 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.

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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

N.2	From this establishment's accounts for [INSERT REFERENCE PERIOD] , please provide the following information: INTERVIEWER: ONLY ASK IF R4=1 SHOW CARD 12
------------	--

	MZN	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual cost of electricity	n2b	-9

N. SECTION QUESTIONS FOR FIRMS THAT DON'T KEEP WRITTEN RECORDS
INTERVIEWER: ONLY ASK IF R4=2, OR R4=-9

N2A.1	In [insert last month] , what was the total cost of labor including wages, salaries, bonuses, social security payments of this establishment?
--------------	---

	MZN
Total cost of labor including wages, salaries, bonuses, social security payments in the last completed month	n2a1
DON'T KNOW (SPONTANEOUS)	-9

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N2A.2	The total cost of labor including wages, salaries, bonuses, social security payments in [insert last month] represented: INTERVIEWR: READ OUT
--------------	--

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

GO TO QUESTION N2E.1**n2a2**

N2A.3	What was the total cost of labor including wages, salaries, bonuses, social security payments in a regular month , i.e., a month that is neither the busiest nor the slowest of the year?
--------------	---

	MZN
Total cost of labor including wages, salaries, bonuses, social security payments in a regular month	n2a3
DON'T KNOW (SPONTANEOUS)	-9

N2E.2	In [insert last completed month] , what was the total cost of raw materials and intermediate goods used in production by this establishment?
--------------	--

	MZN
Total cost of raw materials and intermediate goods used in production in the last completed month	n2e2
DON'T KNOW (SPONTANEOUS)	-9

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N2E.3	The total cost of raw materials and intermediate goods used in production in [insert last completed month] represented: INTERVIEWR: READ OUT
--------------	---

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

GO TO QUESTION N2B.1

n2e3

N2A.4	What was the total cost of raw materials and intermediate goods used in production by this establishment in a regular month , i.e., a month that is neither the busiest nor the slowest of the year?
--------------	--

	MZN
Total cost of raw materials and intermediate goods in a regular month	n2a4
DON'T KNOW (SPONTANEOUS)	-9

N2B.1	In [insert last completed month] , what was the total cost of electricity of this establishment?
--------------	--

	MZN
Total cost of electricity in the last completed month	n2b1
DON'T KNOW (SPONTANEOUS)	-9

N2B.2	The total cost of electricity in [insert last completed month] represented: INTERVIEWR: READ OUT
--------------	--

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

GO TO QUESTION A.15

n2b2

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N2B.3	What was the total cost of electricity of this establishment in a regular month , i.e., a month that is neither the busiest nor the slowest of the year?
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	MZN
Total cost of electricity in a regular month	n2b3
DON'T KNOW (SPONTANEOUS)	-9

MZN.7	<p>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.</p> <p>Please estimate how much it would cost if this establishment were to purchase the following assets that are currently used in this business, in their current condition and regardless of whether the establishment owns them or not.</p> <p>SHOW CARD MZ6</p>
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	MZN	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Tools and utensils	MZn7a	-9	-7
Machinery and Equipment	MZn7b	-9	-7
Furniture	MZn7c	-9	-7
Vehicles, cycles, carts and other transportation devices used in the business	MZn7d	-9	-7
Buildings	MZn7e	-9	-7
Other physical assets (excluding inventories) used in the business	MZn7f	-9	-7

MZN.8	At market prices, what is the value of your current inventories held as finished goods?
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	MZN
Market value of inventories	MZn8
DON'T KNOW (SPONTANEOUS)	-9

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MZN.1	In [insert last completed month] , what were the NET PROFITS or LOSSES of this establishment?
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	MZN
The NET PROFITS or LOSSES of this establishment in the last completed month	MZn1
DON'T KNOW (SPONTANEOUS)	-9

MZN.1a	INTERVIEWR: Based on answer to question MZN.1 above, did this establishment make [INSERT LAST COMPLETED MONTH]?
---------------	--

Profit	1
Loss	2
Zero Profit	3

MZn1a

MZN.2	The NET PROFITS or LOSSES of this establishment in [insert last completed month] represented: INTERVIEWR: READ OUT
--------------	--

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

GO TO QUESTION A.15**MZn2**

MZN.3	What were the NET PROFITS or LOSSES of this establishment in a regular month , i.e., a month that is neither the busiest nor the slowest of the year?
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	MZN
The NET PROFITS or LOSSES of this establishment in a regular month	MZn3
DON'T KNOW (SPONTANEOUS)	-9

MZN.3a	INTERVIEWR: Based on answer to question MZN.3 above, did this establishment make [INSERT LAST COMPLETED MONTH]?
---------------	--

Profit	1
Loss	2
Zero Profit	3

MZn3a

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O. VIEWS

MZNCG.1

Here are a number of statements that may or may not apply to you. When responding, think of how you compare to most people -- not just the people you know well, but most people out there. There are no right or wrong answers, so just answer honestly!

Using the response options on the card where 1 equals to Strongly Disagree and 7 to Strongly Agree, to what extent do you agree or disagree with the following statements?

SHOW CARD MZ7

(STATEMENTS NEED TO APPEAR IN RANDOM ORDER)

	Strongly disagree	Disagree	Somewhat disagree	Neither nor	Somewhat agree	Agree	Strongly agree	DON'T KNOW
In my work assignments, I try to be my own boss. cg4a	1	2	3	4	5	6	7	-9
Entrepreneurship is an important part of who I am. cg3a	1	2	3	4	5	6	7	-9
I think of myself as someone who generally thinks about Entrepreneurship. cg3b	1	2	3	4	5	6	7	-9
New ideas and projects sometimes distract me from previous ones. cg2a	1	2	3	4	5	6	7	-9
Setbacks don't discourage me. cg2b	1	2	3	4	5	6	7	-9
I have been obsessed with a certain idea or project for a short time but later lost interest. cg2c	1	2	3	4	5	6	7	-9
I am a hard worker. cg2d	1	2	3	4	5	6	7	-9
I often set a goal but later choose to pursue a different one. cg2e	1	2	3	4	5	6	7	-9
I have difficulty maintaining my focus on projects that take more than a few months to complete. cg2f	1	2	3	4	5	6	7	-9
I finish whatever I begin. cg2g	1	2	3	4	5	6	7	-9

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I am diligent. cg2h	1	2	3	4	5	6	7	-9
I am strong enough to overcome life's struggles. cg1a	1	2	3	4	5	6	7	-9
At root, I am a weak person. cg1b	1	2	3	4	5	6	7	-9
I can handle the situations that life brings. cg1c	1	2	3	4	5	6	7	-9
I'm usually an unsuccessful person. cg1d	1	2	3	4	5	6	7	-9
I often feel that there is nothing I can do well. cg1e	1	2	3	4	5	6	7	-9
I feel competent to deal effectively with the real world. cg1f	1	2	3	4	5	6	7	-9
I often think that I'm a failure. cg1g	1	2	3	4	5	6	7	-9
I usually feel I can handle the typical problems that come up in life. cg1h	1	2	3	4	5	6	7	-9
I go my own way at work, regardless of the opinions of others. cg4b	1	2	3	4	5	6	7	-9
I disregard rules and regulations that hamper my personal freedom. cg4c	1	2	3	4	5	6	7	-9
I consider myself a "team player" at work. cg4d	1	2	3	4	5	6	7	-9
I try my best to work alone on a job. cg4e	1	2	3	4	5	6	7	-9

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POST-INTERVIEW INFORMATION

INTERVIEWER READ AT THE END OF THE INTERVIEW: I would like to gather a few final details about the respondents for administrative control

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	a15a1ax	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

INTERVIEWER: THE SURVEY ENDS HERE.

THANK YOU VERY MUCH FOR YOUR COOPERATION.

INTERVIEWER: PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

QUESTIONNAIRE NUMBER **id**

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A.17	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(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

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

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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CODE OF THE MAIN PRODUCT AND ACTIVITY	Code
	d1a2