

QUESTIONNAIRE NUMBER **id**

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**THE WORLD BANK MICRO-ENTERPRISE SURVEY**

*Services 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	<b>a4a</b>
Sampling size	<b>a6a</b>
Sampling location	<b>a2</b>
Multi-establishment firm?	<b>a7</b>

QUESTIONNAIRE NUMBER **id**

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

A.4 Industry		Screeners sector <b>a4b</b>	Questionnaire <b>a0</b> <b>FROM A4B</b>
<b>Retail</b>	Retail	52	2 - retail
<b>Other Services</b>	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	Screeners Region <b>a3a</b>	A.6	Screeners Size <b>a6b</b>
Cabo Delgado	1	Micro <5	0
Nampula	2		
Zambézia	3		
Tete	4		
Manica	5		
Sofala	6		
Greater Maputo	7		

QUESTIONNAIRE NUMBER id

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**CAPI QUESTIONS BEGIN HERE**

**A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]**

**INFORMATION AUTOMATICALLY GENERATED**

<b>GPS COORDINATES</b>	Degrees North (Latitude)	<b>lat</b>
	Degrees East (Longitude)	<b>lon</b>

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

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

**A.12 Interviewer code** **a12** **A.1A Language** **a1a**

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**A.3x Name of City/town/village**

**INTERVIEWR**

**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 **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 for its costs and sales?

Yes	1	<b>SKIP TO B.1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**r4**

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

	<b>Year</b>
Year establishment started keeping record	<b>r4a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a20y</b>	<b>a20m</b>	<b>a20d</b>

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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**

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
<b>OTHER (SPONTANEOUS-SPECIFY) <u>b1x</u></b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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?

	Percent
Percentage held by largest owner or owners	<b>b3%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b2a %</b>	<b>-9</b>
Private foreign individuals, companies or organizations	<b>b2b %</b>	<b>-9</b>
Government or State	<b>b2c %</b>	<b>-9</b>
Other	<b>b2d %</b>	<b>-9</b>
	<b>100%</b>	

**IF 100% END INTERVIEW**

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

QUESTIONNAIRE NUMBER id

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

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

**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	<b>b4a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

QUESTIONNAIRE NUMBER **id**

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<b>B.6b</b>	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**TERMINATE**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

<b>MZB.1</b>	Did the main owner start this business or activity?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION MZB.3**

**MZb1**

<b>MZB.2</b>	How did the main owner acquire ownership of this business or activity? <b>INTERVIEWER: READ OUT</b>
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Purchased an existing business	1
Joined an existing family business	2
Joined an existing non-family business	3
<b>OTHER (SPONTANEOUS)</b>	<b>4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**

<b>MZB.3</b>	What was the main reasons for <b>starting</b> business? <b>SHOW CARD MZ1</b>
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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
<b>NOT APPLICABLE (OWNER JOINED THE ACTIVITY)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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<b>MZB.4</b>	What was the main source of funding used to start/acquire this business or activity: <b>SHOW CARD MZ2</b>
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Own funds	1
Moneylenders	2
Microfinance institutions	3
Banks	4
Friends or relatives	5
Other sources	6
<b>NOT APPLICABLE (OWNER JOINED THE ACTIVITY)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>MZB.5</b>	What was the main owner's occupation prior to this business or activity? <b>SHOW CARD MZ3</b>
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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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**MZb5**

<b>MZB.6</b>	For how many years has the main owner lived in this city?
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	Number of Years
Number of years	<b>MZb6</b>
<b>ENTIRE LIFE</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>MZB.7</b>	How many people live in main owner's household?
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	Number
Number of household members of the <b>[owner]</b>	<b>MZb7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>MZB.8</b>	Does the main owner currently have a job with a wage? <b>INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR</b>
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION B.7**

**MZb8**

QUESTIONNAIRE NUMBER id

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<b>MZB.9</b>	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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MZb9**

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**b7a**

<b>MZB.10</b>	What is the highest level of education completed by this establishment's Top Manager? <b>SHOW CARD MZ4</b>
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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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MZb10**

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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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?

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c5****C.6** Over **[INSERT REFERENCE PERIOD]**, did this establishment experience power outages?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

<b>C.8</b>	How long did these power outages last on average?
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	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>LESS THAN ONE MINUTE</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

<b>C.9</b>	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	<b>c9a%</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

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

<b>C.11</b>	In <b>[INSERT REFERENCE PERIOD]</b> , 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	<b>c11 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION MZC.2**

**GO TO QUESTION MZC.2**

**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	<b>c13</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**c14**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO C.22b**

**GO TO C.22b**

**MZc2**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MZc3**

QUESTIONNAIRE NUMBER **id**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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, product or service, that is, the activity, product or service that represented the largest proportion of annual sales  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "DATA CONSULTING IT SERVICES" NOT JUST IT SERVICES**

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

**INTERVIEWER: IF D1A1A IS MANUFACTURING CODE (1), 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?

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

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

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

QUESTIONNAIRE NUMBER **id**

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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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D3**

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

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

**D.12** In **[INSERT REFERENCE PERIOD]**, what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were:  
**SHOW CARD 4**

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

**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	<b>dm4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: IF ONLY ONE PRODUCT OR SERVICE d3=d4**

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

**GO TO QUESTION DM.7**

**dm5**

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

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

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

<b>D.30</b>	Using the response options on the card; To what degree is/are <b>[INSERT OPTION]</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 5</b>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
							<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport	<b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations	<b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**R. BUSINESS PRACTICES**

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

<b>R.2</b>	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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r2**

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

**r3**

<b>R.6</b>	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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r6**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r3**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r9**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r10**

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## D. DEGREE OF COMPETITION

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**H. INNOVATION**


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**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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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<b>H.5</b>	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION H.8**

**GO TO QUESTION H.8**

**h5**

<b>H.6</b>	<p>Please describe in detail the <b>main</b> 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>
------------	--

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h6x**

<b>H.7</b>	<p>Please describe in detail how the <b>main</b> new or improved process is different than the most similar process that is or was used by this establishment</p> <p><b>IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"</b></p>
------------	--

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h7x**

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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	<b>g6a</b> %	<b>-9</b>

**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	<b>g1a</b> %	<b>-9</b>	<b>-7</b>

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

Yes	1	<b>GO TO QUESTION G.5 GO TO QUESTION G.5</b>
No	2	
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	
		<b>g2</b>

**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	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		<b>g4</b>

QUESTIONNAIRE NUMBER **id**

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**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30**

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

Area		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO G30</b>
		<b>g5a</b>

**SPECIFY UNITS**

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

**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**

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

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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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?

	<b>Percent</b>
Percentage of total annual sales for security	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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<b>I.4</b>	In <b>[INSERT REFERENCE PERIOD]</b> , 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	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

<b>I.30</b>	Using the response options on the card; To what degree is <b>Crime, Theft and Disorder</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 5</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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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.

<b>K.3</b>	Over <b>[INSERT REFERENCE PERIOD]</b> , 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? <b>SHOW CARD 6</b>
------------	--

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

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

<b>K.4</b>	In <b>[INSERT REFERENCE PERIOD]</b> , 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	<b>GO TO QUESTION K.4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	<b>GO TO QUESTION K.4b</b>
		<b>k4</b>

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

	MZN	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	<b>n5a</b>	-9
Land and buildings, including expansion and renovations of existing structures?	<b>n5b</b>	-9

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

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

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

<b>K.4b</b>	In <b>[INSERT REFERENCE PERIOD minus one]</b> , 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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.6**

**GO TO QUESTION K.6**

**k4b**

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

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

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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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6****K.7** At this time, does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7****MZK.1** In its current operations, does this establishment use mobile money to pay suppliers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k9**

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<b>K.10</b>	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	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	MZN
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION K.15b</b> <b>GO TO QUESTION K.15b</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k13</b>

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

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

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

	MZN
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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

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

**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	<b>k15c</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>k15d</b>

**K.16** Referring again to the **[INSERT REFERENCE PERIOD]**, did this establishment apply for any lines of credit or loans?

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

**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	<b>GO TO QUESTION K.21</b>
Application procedures were complex	2	<b>GO TO QUESTION K.21</b>
Interest rates were not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements were too high	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO QUESTION K.21</b>
Did not think it would be approved	6	<b>GO TO QUESTION K.21</b>
Other	7	<b>GO TO QUESTION K.21</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
	<b>k17</b>	

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<b>K.20</b>	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
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k20a1**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

<b>K.30</b>	Using the response options on the card; To what degree is <b>Access to Finance</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 10</b>
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						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
						<b>-9</b>	<b>-7</b>
Access to finance	<b>k30</b>	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.

<b>J.2</b>	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/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	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**j3**

<b>J.4</b>	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	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>J.5</b>	In any of these inspections or meetings was a gift or informal payment expected or requested?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.7**

**GO TO QUESTION J.7**

**j6a**

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

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

**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	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.30**

**GO TO QUESTION J.30**

**j13**

QUESTIONNAIRE NUMBER **id**

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<b>J.14</b>	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	<b>j14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

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

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

**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 individual worked in this establishment? Please include all employees and managers.
- Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift. **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of <b>[INSERT REFERENCE PERIOD]</b>	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

- 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 <b>[INSERT REFERENCE PERIOD minus two]</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS in [INSERT REFERENCE PERIOD] minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

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<b>L.6</b>	<p>How many full-time seasonal or temporary employees did this establishment employ during <b>[INSERT REFERENCE PERIOD]</b>?</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>
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	Number
Full-time seasonal or temporary workers employed in <b>[INSERT REFERENCE PERIOD]</b>	<b>16</b>
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION L.9b**GO TO QUESTION L.9b*

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

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

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

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

<b>L.9b</b>	What is the percentage of full-time permanent workers who completed secondary school?
-------------	---

	Percent
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MZs4**

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

				(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

QUESTIONNAIRE NUMBER **id**

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

			(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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION LM.1**  
**GO TO QUESTION LM.1**

**110**

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

In-house	1
External	2
Both	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MZs13**

<b>MZL.7</b>	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	<b>MZI7a</b>	-9
Can write	<b>MZI7b</b>	-9
Can use a computer	<b>MZI7c</b>	-9
Can speak a language other than their native ( <b>KEEP COUNTRY SPECIFIC</b> )	<b>MZI7d</b>	-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 completed month

<b>LM.1</b>	In <b>[insert last month]</b> , how many people worked in this business, including paid and unpaid workers? <b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b>
-------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>lm1</b>	<b>-9</b>

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

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

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

**GO TO QUESTION LM.4****lm2**

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

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>lm3</b>	<b>-9</b>

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

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

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>lm4</b>	<b>-9</b>

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

QUESTIONNAIRE NUMBER **id**

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

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>lm5</b>	<b>-9</b>

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

<b>L.30</b>	<p>Using the response options on the card; To what degree are <b>Labor Regulations</b> an obstacle to the current operations of this establishment?</p> <p><b>SHOW CARD 11</b></p> <p>Using the response options on the card; To what degree is <b>an Inadequately Educated Workforce</b> an obstacle to the current operations of this establishment?</p> <p><b>SHOW CARD 11</b></p>
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						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations <b>i30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>i30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**M. BUSINESS ENVIRONMENT**


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**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

<b>M.1</b>	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 <b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT (DO NOT READ OPTIONS)</b>
------------	--

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

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

**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.

<b>N.2</b>	From this establishment's account for <b>[INSERT REFERENCE PERIOD]</b> , please provide the following information:  <b>INTERVIEWER: ONLY ASK IF R4=1</b>
------------	--

**ENUMERATOR: ONLY ASK n2i TO RETAIL FIRMS.**

<b>READ OUT</b>	<b>MZN</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social payments	<b>n2a</b>	<b>-9</b>
Total annual cost of electricity	<b>n2b</b>	<b>-9</b>
Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>	<b>-9</b>

**N. SECTION QUESTIONS FOR FIRMS THAT DON'T KEEP WRITTEN RECORDS**

**INTERVIEWER: ONLY ASK IF R4=2, OR R4=-9**

<b>N2A.1</b>	In <b>[insert last month]</b> , what were the <b>total</b> cost of labor including wages, salaries, bonuses, social security payments of this establishment?
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	<b>MZN</b>
Total cost of labor including wages, salaries, bonuses, social security payments in the last completed month	<b>n2a1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**GO TO QUESTION N2B.1****n2a2**

<b>N2A.3</b>	What were the <b>total</b> cost of labor including wages, salaries, bonuses, social security payments in a <b>regular month</b> , i.e., a month that is neither the busiest nor the slowest of the year?
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	MZN
Total cost of labor including wages, salaries, bonuses, social security payments in a regular month	<b>n2a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>N2B.1</b>	In <b>[insert last month]</b> , what were the <b>total</b> cost of electricity of this establishment?
--------------	---

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

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

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

**GO TO QUESTION N2I.1****n2b2**

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<b>N2B.3</b>	What were the <b>total</b> cost of electricity of this establishment in a <b>regular month</b> , i.e., a month that is neither the busiest nor the slowest of the year?
--------------	---

	MZN
Total cost of electricity in a regular month	<b>n2b3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>N2I.1</b>	In <b>[insert last month]</b> , what were the <b>total</b> cost of finished goods and materials purchased to resell by this establishment?
--------------	--

	MZN
Total cost of finished goods and materials purchased to resell in the last completed month	<b>n2i1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>N2I.2</b>	The total cost of cost of finished goods and materials purchased to resell in <b>[insert last month]</b> represented:  <b>INTERVIEWR: READ OUT</b>
--------------	--

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

**GO TO QUESTION A.15****n2i2**

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<b>N2I.3</b>	What were the <b>total</b> cost of finished goods and materials purchased to resell by this establishment in a <b>regular month</b> , i.e., a month that is neither the busiest nor the slowest of the year?
--------------	--

	MZN
Total cost of cost of finished goods and materials purchased to resell in a regular month	<b>n2i3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>MZN.7</b>	<p>Now I am going to ask you about any utensils, tools, machinery and equipment, vehicles and other property <b>currently used</b> 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 <b>currently used in this business</b>, in their current condition and regardless of whether the establishment owns them or not.</p> <p><b>SHOW CARD MZ6</b></p>
--------------	--

	MZN	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOESN'T APPLY (SPONTANEOUS)</b>
Tools and utensils	<b>MZn7a</b>	<b>-9</b>	<b>-7</b>
Machinery and Equipment	<b>MZn7b</b>	<b>-9</b>	<b>-7</b>
Furniture	<b>MZn7c</b>	<b>-9</b>	<b>-7</b>
Vehicles, cycles, carts and other transportation devices used in the business	<b>MZn7d</b>	<b>-9</b>	<b>-7</b>
Buildings	<b>MZn7e</b>	<b>-9</b>	<b>-7</b>
Other physical assets (excluding inventories) used in the business	<b>MZn7f</b>	<b>-9</b>	<b>-7</b>

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

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

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

<b>Profit</b>	1
<b>Loss</b>	2
<b>Zero Profit</b>	3

**MZn1a**

<b>MZN.2</b>	The <b>NET PROFITS or LOSSES</b> of this establishment in <b>[insert last completed month]</b> represented: <b>INTERVIEWR: READ OUT</b>
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Higher than usual	1
Lower than usual	2
The usual	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION A.15**

**MZn2**

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

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

<b>Profit</b>	1
<b>Loss</b>	2
<b>Zero Profit</b>	3

**MZn3a**

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**O. VIEWS****MZN CG.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	<b>DON'T KNOW</b>
In my work assignments, I try to be my own boss. <b>cg4a</b>	1	2	3	4	5	6	7	<b>-9</b>
Entrepreneurship is an important part of who I am. <b>cg3a</b>	1	2	3	4	5	6	7	<b>-9</b>
I think of myself as someone who generally thinks about Entrepreneurship. <b>cg3b</b>	1	2	3	4	5	6	7	<b>-9</b>
New ideas and projects sometimes distract me from previous ones. <b>cg2a</b>	1	2	3	4	5	6	7	<b>-9</b>
Setbacks don't discourage me. <b>cg2b</b>	1	2	3	4	5	6	7	<b>-9</b>
I have been obsessed with a certain idea or project for a short time but later lost interest. <b>cg2c</b>	1	2	3	4	5	6	7	<b>-9</b>
I am a hard worker. <b>cg2d</b>	1	2	3	4	5	6	7	<b>-9</b>
I often set a goal but later choose to pursue a different one. <b>cg2e</b>	1	2	3	4	5	6	7	<b>-9</b>
I have difficulty maintaining my focus on projects that take more than a few months to complete. <b>cg2f</b>	1	2	3	4	5	6	7	<b>-9</b>
I finish whatever I begin. <b>cg2g</b>	1	2	3	4	5	6	7	<b>-9</b>
I am diligent. <b>cg2h</b>	1	2	3	4	5	6	7	<b>-9</b>

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

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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)
<b>a15d</b>	<b>a15m</b>	<b>a15y</b>	<b>a15h</b>	<b>a15min</b>

**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) <b>a15a1ax</b>	10

**a15a1****A.15a**

**Please complete the following information about the interviewee(s)**

	Position in the establishment	Years with the establishment	Gender	Email
<b>Main respondent</b>	<b>a15a1ax</b>	<b>a15a2a</b>	<b>a15a3</b>	<b>Email1x</b>
<b>Second respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15b3</b>	<b>Email2x</b>
<b>Third respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>a15c3</b>	<b>Email3x</b>

**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 THEIR 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):

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**

**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?	<b>a3b</b>	Is this city the main business city?	<b>a3c</b>	Size of locality	<b>a3</b>
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.

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code
	<b>d1a2</b>