

QUESTIONNAIRE NUMBER **id**

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## THE WORLD BANK ENTERPRISE SURVEY

*Rwanda Services Module (2019)*

**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>
Frame level	<b>a1c</b>

### A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener Information	
Screener sector	<b>a4b</b>
Module	<b>a0</b>
Screener region	<b>a3a</b>
Name of City/town/village	<b>a3x</b>
Screener size	<b>a6b</b>
Multi-establishment firm	<b>a7</b>
Panel	<b>panel</b>
Language	<b>a1a</b>

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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

### INTERVIEW BEGINS HERE

#### READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in *Rwanda*. The information gathered here will help to develop new policies and programs that enhance employment and economic growth. The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

### A. CONTROL INFORMATION

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

**B. GENERAL INFORMATION**

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

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

<b>B.1</b>	<p>What is this firm's current legal status?</p> <p><b>SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]</b></p>
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Shareholding company with shares traded 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) ___b1x___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO B.3a**

**b1**

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

<b>B.3</b>	What percentage of this firm does the largest owner or owners own?
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	Percent
Percentage held by largest owner or owners	<b>b3%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.3a</b>	Is the largest owner also the top manager?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b3a**

QUESTIONNAIRE NUMBER **id**

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<b>B.2</b>	What percentage of this firm is owned by each of the following: <b>SHOW CARD 2</b>
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	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	100%	

**IF 100% END  
INTERVIEW**

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

<b>RWAB.1</b>	Is this establishment part or subsidiary of a foreign multinational firm?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
<b>RWAb1</b>	

**GO TO B.4  
GO TO B.4**

<b>RWAB.2</b>	Does the foreign multinational firm, which this establishment is affiliated to, operate in: <b>INTERVIEWER: READ OUT</b>
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	Yes	No	DON'T KNOW (SPONTANEOUS)
East African Community (EAC) member countries, excluding Rwanda (Burundi, Kenya, South Sudan, Tanzania and Uganda). <b>RWAb2a</b>	1	2	-9
Other Sub-Saharan Africa countries. <b>RWAb2b</b>	1	2	-9

<b>B.4</b>	Amongst the owners of the firm, are there any females?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
<b>b4</b>	

**GO TO B.5  
GO TO B.5**

QUESTIONNAIRE NUMBER **id**

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

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

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

**RWAB.3** Has the owner, CEO, top manager, or any of the board members of this establishment ever been elected or appointed to a political position in this country?

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

**RWAb3**

**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 workers did this establishment have when it started operations? Please include all workers and managers.  
**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**

	Number
Full-time workers at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	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**

**RWAB.5** Is this establishment registered with Rwanda Social Security Board (RSSB)?

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

**RWAb5**

**B.7** How many years of experience working in this sector does the Top Manager have?

	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.7a** Is the Top Manager female?

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

**b7a**

**B.8** Does this establishment have an internationally-recognized quality certification?  
**INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP**

Yes	1	
No	2	<b>GO TO C.3</b>
<b>STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.3</b>

**b8**

**B.8x** Please specify the internationally recognized quality certifications.

Specify certifications	<b>b8x</b>
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**C. INFRASTRUCTURE AND SERVICES****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.****Now, we turn to the establishment's operations**

<b>C.3</b>	Over the last two years, did this establishment submit an application to obtain an electrical connection?
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Yes	1	
No	2	<i>GO TO C.6</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.6</i>
		<b>c3</b>

<b>C.4</b>	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?
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	<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>

<b>C.5</b>	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
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Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		<b>c5</b>

<b>C.6</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment experience power outages?
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Yes	1	
No	2	<i>GO TO C.10</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.10</i>
		<b>c6</b>

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

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

	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>

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

	Percent	OR	RWF	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	<b>c9a</b> %		<b>c9b</b>	<b>-9</b>

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

Yes	1	<b>GO TO C.12</b> <b>GO TO C.12</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>c10</b>

**C.11** In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	<b>c11</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO RWAC.1</b> <b>GO TO RWAC.1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>c12</b>



**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**

**RWAC.1** At the present time, does this establishment use internet for business purposes?

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

**RWAc1**

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

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

**c22b**

**RWAC.2** At the present time, does this establishment have a waste management system in place?

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

**RWAc2**

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### SHOW CARD 3

10

**D. SALES AND SUPPLIES**

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

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

<b>D.1a1</b>	<p>In fiscal year <b>[Insert last complete fiscal year]</b>, what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales</p> <p><b>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.</b></p>
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	<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 of	4	
Hotel or restaurant	5	
Provide services of	6	

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

<b>D.1a3</b>	What percentage of total sales does the main activity or product represent?
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	<b>Percent</b>
Percentage of sales represented by main activity or product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<b>D.2</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what were this establishment's total annual sales for <b>all</b> products and services?
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	<b>RWF</b>
"Total annual sales in fiscal year <b>[ insert last complete fiscal year]</b> "	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)**

<b>d2x</b>
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<b>RWAD.1</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's sales were to the government?
---------------	--

	Percent	DON'T KNOW (SPONTANEOUS)
Percentage of sales to the government	<b>RWAd1</b> %	<b>-9</b>

<b>N.3</b>	Looking back to fiscal year <b>[Insert last complete fiscal year minus two]</b> , what were total annual sales for this establishment?
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	RWF
Total annual sales in fiscal year <b>[Insert last complete fiscal year minus two]</b>	<b>n3</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR</b> <b>[Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.3</b>	Coming back to fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's sales were: <b>SHOW CARD 4</b>
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	Percent	DON'T KNOW (SPONTANEOUS)
National sales	<b>d3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>
Direct exports	<b>d3c</b> %	<b>-9</b>
	<b>100%</b>	

**IF 100% GO TO RWAD.2**

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

<b>RWAD.2</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what was the main reason why this establishment did not export directly or indirectly? <b>SHOW CARD 5</b>
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High production costs	1	<b>GO TO D.10</b>
High trade costs	2	<b>GO TO D.10</b>
Lack of demand for products abroad	3	<b>GO TO D.10</b>
Insufficient capacity of production	4	<b>GO TO D.10</b>
Foreign exchange controls and restrictions	5	<b>GO TO D.10</b>
The value of the Rwandan franc is too high	6	<b>GO TO D.10</b>
Lack of information regarding foreign agents, distributors and prospective buyers	7	<b>GO TO D.10</b>
Any other reason	8	<b>GO TO D.10</b>
<b>DOESN'T APPLY</b>	<b>-7</b>	<b>GO TO D.10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO D.10</b>
		<b>RWAd2</b>

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
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	<b>Year</b>
Began exporting directly or indirectly	<b>d8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>RWAD.3</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what was the most important barrier, if any, to expanding this establishment's export activity? <b>SHOW CARD 6</b>
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General infrastructure problems	1	
Tariff trade barriers	2	
Non-tariff trade barriers	3	
Cost and access to finance	4	
Bureaucracy and regulation	5	
Inadequate export support services	6	
High cost of production for export markets	7	
Difficulties in meeting high levels of standard	8	
Other barriers	9	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>RWAd3</b>

**D.10** In fiscal year **[Insert last complete fiscal year]**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	<b>d10</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**GO TO D.12**

**D.11** In fiscal year **[Insert last complete fiscal year]**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	<b>d11</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**D.12** In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were:  
**SHOW CARD 7**

	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>	

**IF 0 GO TO D.30**

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

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

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

<b>D.14</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
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	Days
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**GO TO D.30**

<b>D.15a</b>	In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**d15a**

<b>RWAD.4</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what was the main logistics-related obstacle that this establishment faced in its direct import and/or export operations? <b>SHOW CARD 8</b>
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Inefficient customs clearance process	1
Poor quality of transport infrastructure	2
Shipping costs	3
Delays in delivery time	4
Other	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAd4**

QUESTIONNAIRE NUMBER **id**

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<b>D.30</b>	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 9</b>
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						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
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>



## R. MANAGEMENT PRACTICES

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

And now I would like to ask you about management practices in this establishment.

**R.1** Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?  
**SHOW CARD 10**

**INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES IN THE LAST COMPLETE FISCAL YEAR**

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**r1**

**R.2** Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

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

**GO TO R.4**

**GO TO R.4**

**r2**

**R.3** Over fiscal year **[Insert last complete fiscal year]**, how many performance indicators were monitored at this establishment?  
**INTERVIEWER: READ OUT**

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r3**

<b>R.4</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have <b>service provision targets</b> ? Examples of service provision targets are: sales, customer satisfaction, efficiency, waste, or on-time delivery.
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Yes	1	<b>GO TO R.8</b> <b>GO TO R.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>r4</b>
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<b>R.5</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , what best describes the time frame of <b>service provision targets</b> at this establishment? <b>SHOW CARD 11</b>
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Main focus was on short term, less than one year	1	<b>r5</b>
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>R.6</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , how easy or difficult was it for this establishment to achieve <b>its service provision targets</b> overall? <b>SHOW CARD 12</b>
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Achieved without much effort	1	<b>r6</b>
Achieved with some effort	2	
Achieved with normal amount of effort	3	
Achieved with more than normal effort	4	
Only achieved with extraordinary effort	5	
Targets were not achieved	6	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>R.7</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , who was aware of the <b>service provision targets</b> at this establishment? <b>SHOW CARD 13</b>
------------	--

Only senior managers	1	<b>r7</b>
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

QUESTIONNAIRE NUMBER **id**

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<b>R.8</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have performance bonuses for managers?
------------	--

Yes	1	<b>GO TO R.10</b> <b>GO TO R.10</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>r8</b>

<b>R.9</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , what were managers' performance bonuses mostly based on? <b>INTERVIEWER: READ OUT</b>
------------	---

**INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4**

Their own performance	1	<b>r9</b>
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>R.10</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , what was the primary way non-managers were promoted at this establishment? <b>SHOW CARD 14</b>
-------------	--

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Based solely on performance and ability	1	<b>r10</b>
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	

QUESTIONNAIRE NUMBER **id**

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<b>R.11</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , when was an under-performing non-manager reassigned or dismissed? <b>SHOW CARD 15</b>
-------------	---

**INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Within 6 months of identifying under-performance	1
After 6 months of identifying under-performance	2
Rarely or never	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**r11**

**E. DEGREE OF COMPETITION**

<b>E.11</b>	Does this establishment compete against unregistered or informal establishments?
-------------	--

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

**e11**

<b>RWAE.1</b>	Please indicate which best describes the main competitor for this establishment. By “main” competitor, I mean the competitor(s) that most affect this establishment’s daily operations, in terms of pressures to compete on prices, products or services. <b>SHOW CARD 16</b>
---------------	--

Foreign firms operating in Rwanda	1
Private domestic firms	2
Imports from other countries	3
State-owned enterprises	4
Informal sector firms	5
Government linked domestic private firms	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAE1**

<b>RWAE.2</b>	Over the last three years, has this establishment received any tax breaks or incentives in the form of reduced social security contributions, or VAT exemptions?
---------------	--

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

**RWAE2**

<b>RWAE.3</b>	Over the last three years, has this establishment received any access to land at a government-subsidized rate?
---------------	--

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

**RWAE3**

<b>RWAE.4</b>	Over the last three years, has this establishment received access to subsidized input or energy prices?
---------------	---

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

**RWAe4**

<b>RWAE.5</b>	Over the last three years, has this establishment received direct subsidies, including wage subsidies, investment subsidies, and others?
---------------	--

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

**RWAe5**

<b>RWAE.6</b>	<p>Can you tell me which of the <b>practices of your competitors</b> included in the list, if any, currently represents the biggest obstacle faced by this establishment.</p> <p><b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b></p>
---------------	---

They avoid VAT or other sales taxes	1
They do not pay import duties or observe trade regulations	2
They avoid labor taxes or regulations	3
They have favored access to credit	4
They have favored access to infrastructure services	5
They have favored access to foreign exchange	6
They have favored access to subsidies and government support or contracts	7
They conspire to limit my access to markets and sales channels	8
They conspire to limit my access to inputs and supplies	9
None of the listed practices represent an obstacle for this establishment	10
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAe6**

QUESTIONNAIRE NUMBER **id**

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<b>E.30</b>	Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
-------------	---

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<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>

## 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	<b>GO TO H.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO H.5</b>
		<b>h1</b>

**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>	
		<b>h2</b>

**H.3** Please describe in detail the main new or improved product or service that this establishment introduced during the last three years.

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

#### Description

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h3x**

**H.4** Please describe in detail how the main new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

**INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”**

#### Description

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h4x**



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

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

<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>
------------	--

**IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h7x**

<b>H.8</b>	<p>During fiscal year [<b>Insert last complete fiscal year</b>], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
------------	--

Yes	1	
No	2	<b>GO TO G.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO G.6</b>
		<b>h8</b>

<b>H.9</b>	<p>During fiscal year [<b>Insert last complete fiscal year</b>], how much did this establishment spend on research and development activities, either in-house or contracted with other companies?</p>
------------	--

	<b>RWF</b>
Cost of research and development activities	<b>h9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

## G. LAND AND PERMITS

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

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

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

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONT ANEOUS)
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 G.5</b> <b>GO TO G.5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<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 (SPONTANEOUS)</b>	<b>-6</b>
<b>APPLICATION DENIED (SPONTANEOUS)</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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**INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30**

<b>G.5</b>	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>	

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
-------------	---

						<b>(SPONTANEOUS)</b>				
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>			
						<b>No obstacle</b>	<b>Minor obstacle</b>	<b>Moderate obstacle</b>	<b>Major obstacle</b>	<b>Very Severe Obstacle</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.**

<b>I.1</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?
------------	--

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

<b>I.2</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?
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	<b>As a percentage of sales</b>	<b>OR</b>	<b>RWF</b>	<b>DON'T KNOW (SPONTA NEOUS)</b>
Annual cost of security	<b>i2a</b> %		<b>i2b</b>	<b>-9</b>

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

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

QUESTIONNAIRE NUMBER **id**

0									
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<b>I.4</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what were the estimated losses as a result of theft, robbery, vandalism, arson, internet hacking or fraudulent internet transactions that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?
------------	--

	<b>As a percentage of sales</b>	<b>OR</b>	<b>RWF</b>	<b>DON'T KNOW (SPONT ANEOUS )</b>
Annual losses	<b>i4a</b> %		<b>i4b</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 18</b>
-------------	--

						<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<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>

**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 fiscal year <b>[Insert last complete fiscal year]</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 19</b>
------------	--

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

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

<b>K.4</b>	In fiscal year <b>[Insert last complete fiscal year]</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 K.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.6</b>
		<b>k4</b>

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

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

<b>K.5</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , please estimate the proportion or <b>RWF</b> amount of this establishment's total purchases of fixed assets that were financed from the following sources: <b>SHOW CARD 20</b>
------------	--

	Percent	OR	Amount RWF	DON'T KNOW (SPONTANEOUS)
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, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<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 let's talk about the establishment's present situation.**

<b>K.6</b>	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**

<b>K.7</b>	At this time, does this establishment have an overdraft facility?
------------	---

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

**k7**

<b>K.8</b>	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 K.15d**

**GO TO K.15d**

**k8**

<b>K.9</b>	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? <b>SHOW CARD 21</b>
------------	---

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**

<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 credit or loan, what was its value at the time of approval?
-------------	--

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

**k13**

<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>



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

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

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

	<b>Number</b>	
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 K.15d</b>

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

	<b>RWF</b>
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 fiscal year **[Insert last complete fiscal year]**, did this establishment apply for any lines of credit or loans?

Yes	1	<b>GO TO K.20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO 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 22**

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

**k17**

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

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

**k20a1**

**K.21** In fiscal year **[Insert last complete fiscal year]**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

**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 23**

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

## J. BUSINESS-GOVERNMENT RELATIONS

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

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

**J.1** Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".  
**SHOW CARD 24**

(SPONTANEOUS)

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9	-7

**J.2** In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
(By senior management I mean managers, directors, and officers above direct supervisors of sales workers.)

	Percent
Senior management's time spent on dealing with regulations	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-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	<b>GO TO J.6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	<b>GO TO J.6a</b>
		<b>j3</b>

**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	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<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**

<b>J.6a</b>	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 J.7**

**GO TO J.7**

**j6a**

<b>J.6</b>	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>NO PAYMENTS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

<b>J.7</b>	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?
------------	---

	As a percentage of sales	OR	RWF	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTA NEOUS)	REFUSAL (SPONTA NEOUS)
Informal payments or gifts	<b>j7a</b> %		<b>j7b</b>	<b>0</b>	<b>-9</b>	<b>-8</b>

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

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

**GO TO J.13**

**GO TO J.13**

**j10**

<b>J.11</b>	Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?
-------------	--

	Days
Wait for import license	<b>j11</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.12</b>	In reference to that application for an import 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>

**j12**

<b>J.13</b>	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 J.30**

**GO TO J.30**

**j13**

<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 are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 25</b>
-------------	--

							(SPONTANEOUS)	
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates <b>j30a</b>	<b>j30_taxrate_pos</b>	0	1	2	3	4	-9	-7
Tax administration <b>j30b</b>	<b>j30_taxadmin_pos</b>	0	1	2	3	4	-9	-7
Business licensing and permits <b>j30c</b>	<b>j30_permit_pos</b>	0	1	2	3	4	-9	-7
Political instability <b>j30e</b>	<b>j30_instability_pos</b>	0	1	2	3	4	-9	-7
Corruption <b>j30f</b>	<b>j30_corruption_pos</b>	0	1	2	3	4	-9	-7
Courts <b>h30</b>	<b>j30_courts_pos</b>	0	1	2	3	4	-9	-7

**NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**

**REGULATORY UNCERTAINTY**

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

Now I will ask you few questions about regulatory uncertainty.

**U.1** In the past three years, were any new rules or regulations enacted without prior notice or consultation?

Yes	1	
No	2	<b>GO TO U.4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO U.4</b>
		<b>U1</b>

**U.2** What was the primary focus of the new rule or regulation? If there were several, please refer to the main rule or regulation?  
**INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.**

Employee hiring/firing	1
Workers' compensation and benefits	2
Building and renovation permits	3
Incentives and subsidies	4
Environmental	5
Land and property	6
Financial sector	7
Taxation	8
International trade	9
Foreign currency	10
Government contracts	11
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**u2**

**U.3** Using the show card 26, please indicate how this establishment was impacted by this new rule or regulation?  
**SHOW CARD 26**

	Severely negatively impacted	Somewhat negatively impacted	No impact	Somewhat positively impacted	Severely positively impacted	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
<b>u3</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>U.4</b>	In the past three years, did this establishment encounter difficulty in finding information on existing rules and regulations?
------------	--

Yes	1	
No	2	<b>GO TO U.7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO U.7</b>
		<b>u4</b>

<b>U.5</b>	What was the primary focus of the rule or regulation for which it was difficult to find information? If there were several, please refer to the <b>main</b> rule or regulation. <b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b>
------------	--

Employee hiring/firing	1	
Workers' compensation and benefits	2	
Building and renovation permits	3	
Incentives and subsidies	4	
Environmental	5	
Land and property	6	
Financial sector	7	
Taxation	8	
International trade	9	
Foreign currency	10	
Government contracts	11	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>u5</b>

<b>U.6</b>	Using the show card 27, please indicate how this establishment was impacted by the difficulties associated with finding information? <b>SHOW CARD 27</b>
------------	---

					<b>(SPONTANEOUS)</b>	
	Severely negatively impacted	Somewhat negatively impacted	Negatively impacted to a minor degree	Not impacted or positively impacted	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
<b>u6</b>	0	1	2	3	<b>-9</b>	<b>-7</b>



<b>U.7</b>	In the past three years, did this establishment encounter rules or regulations that were in conflict with one another?
------------	--

Yes	1	
No	2	<b>GO TO U.10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO U.10</b>
		<b>u7</b>

<b>U.8</b>	<p>Please indicate <b>two types</b> of rules or regulations that were in conflict with one another. If there were several, please refer to the main two.</p> <p><b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b></p>
------------	--

Employee hiring/firing	1
Workers' compensation and benefits	2
Building and renovation permits	3
Incentives and subsidies	4
Environmental	5
Land and property	6
Financial sector	7
Taxation	8
International trade	9
Foreign currency	10
Government contracts	11
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
	<b>u8</b>

Rule or regulation-1	<b>u8a</b>
Rule or regulation-2	<b>u8b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

<b>U.9</b>	Using the show card 28, please indicate how this establishment was impacted by these conflicting rules or regulations? <b>SHOW CARD 28</b>
------------	---

	Severely negatively impacted	Somewhat negatively impacted	No impact	Somewhat positively impacted	Severely positively impacted	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
<b>u9</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>U.10</b>	In the past three years, did this establishment face a situation in which rules or regulations were applied in a way that was different from how it was expected?
-------------	---

Yes	1	<b>GO TO U.13</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>u10</b>

<b>U.11</b>	What was the primary focus of the rule or regulation? If there were several, please refer to the main rule or regulation. <b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b>
-------------	---

Employee hiring/firing	1	
Workers' compensation and benefits	2	
Building and renovation permits	3	
Incentives and subsidies	4	
Environmental	5	
Land and property	6	
Financial sector	7	
Taxation	8	
International trade	9	
Foreign currency	10	
Government contracts	11	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		u11

<b>U.12</b>	Using the show card 28, please indicate to what extent this establishment was impacted by the way in which this rule or regulation was applied? <b>SHOW CARD 28</b>
-------------	--

	Severely negatively impacted	Somewhat negatively impacted	No impact	Somewhat positively impacted	Severely positively impacted	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
<b>u12</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>U.13</b>	In the past three years, did this establishment deal with any rules or regulations for which there was no effective way to contest how the rule or regulation was applied?
-------------	--

Yes	1	<b>GO TO L.1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.1</b>
		<b>u13</b>

<b>U.14</b>	What was the primary focus of this rule or regulation? If there were several, please refer to the main rule or regulation. <b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b>
-------------	--

Employee hiring/firing	1
Workers' compensation and benefits	2
Building and renovation permits	3
Incentives and subsidies	4
Environmental	5
Land and property	6
Financial sector	7
Taxation	8
International trade	9
Foreign currency	10
Government contracts	11
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

u14

<b>U.15</b>	Using the show card 28, please indicate how this establishment was impacted by its lack of effective ways to contest how the rule or regulation was applied? <b>SHOW CARD 28</b>
-------------	---

	Severely negatively impacted	Somewhat negatively impacted	No impact	Somewhat positively impacted	Severely positively impacted	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
<b>u15</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

**IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT**

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT  
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

## L. LABOR

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

**Now I would like to ask you a few questions about this establishment's labor force.**

<b>L.1</b>	<p>At the end of fiscal year <b>[Insert last complete fiscal year]</b>, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.</p> <p><b>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</b></p>
------------	--

	Number
Permanent, full-time workers at the end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>RWAL.1</b>	<p>At the end of fiscal year <b>[Insert last complete fiscal year]</b>, how many permanent full-time workers in this establishment were younger than 30 years old:</p>
---------------	--

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Permanent full-time workers younger than 30 years old	<b>RWAL1</b>	<b>-9</b>

<b>L.2</b>	<p>Looking back, at the end of fiscal year <b>[Insert last complete fiscal year minus two]</b>, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p><b>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</b></p>
------------	---

	Number
Permanent, full-time workers in <b>[Insert last complete fiscal year minus two]</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

<b>L.6</b>	How many full-time seasonal or temporary workers did this establishment employ during <b>[Insert last complete fiscal year]</b> ?  Full-time, seasonal or temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time
------------	---

	Number	
Full-time seasonal or temporary workers employed last fiscal year	<b>16</b>	
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>	<b>GO TO L.9b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.9b</b>

<b>L.6a</b>	How many full-time seasonal or temporary workers during fiscal year <b>[Insert last complete fiscal year]</b> , were female?
-------------	--

	Number
Full-time female seasonal or temporary workers employed last fiscal year	<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 workers in fiscal year <b>[Insert last complete fiscal year]</b> ?
------------	---

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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<b>L.9b</b>	<p>What percentage or how many of the full-time permanent workers employed at the end of fiscal year <b>[Insert last complete fiscal year]</b> completed secondary school?</p> <p>Please provide the percentage or number, not both.</p>
-------------	--

	<b>Percent</b>	<b>OR</b>	<b>Number</b>
Percentage or number of full time permanent workers who completed secondary school	<b>19b %</b>		<b>19b1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

	<p><b>RWAL.2</b> At the end of fiscal year <b>[Insert last complete fiscal year]</b>, how many permanent, full-time workers working in this establishment were in the following categories?</p> <p><b>DON'T KNOW=-9</b></p> <p><b>SHOW CARD 29</b></p>	<p><b>RWAL.3</b> At the end of fiscal year <b>[Insert last complete fiscal year]</b>, how many <b>foreign</b> permanent, full-time individuals working in this establishment were of the following category?</p> <p><b>DON'T KNOW=-9</b></p> <p><b>SHOW CARD 29</b></p>
	<b>Number</b>	<b>Number</b>
Managers	<b>RWAl2a</b>	<b>RWAl3a</b>
Professionals	<b>RWAl2b</b>	<b>RWAl3b</b>
Technicians and Associate Professionals	<b>RWAl2c</b>	<b>RWAl3c</b>
Clerical Support workers	<b>RWAl2d</b>	<b>RWAl3d</b>
Service and sales workers	<b>RWAl2e</b>	<b>RWAl3e</b>
Plant and machine operators and assemblers	<b>RWAl2f</b>	<b>RWAl3f</b>
Others	<b>RWAl2g</b>	<b>RWAl3g</b>

**INTERVIEWER:**

- 1) IF ANY OF THE CATEGORIES IN RWAL.2 =0 OR DON'T KNOW, THEN RECORD -7 IN CORRESPONDING VARIABLE IN RWAL.3**
- 2) PLEASE MAKE SURE THAT RWAl2a TO RWAl2g SUM TO L.1**

<b>RWAL.4</b>	Over the last two years, did this establishment try to hire new employees?
---------------	--

Yes	1	
No	2	<b>GO TO RWAL.8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO RWAL.8</b>
		<b>RWAl4</b>

**RWAL.5** Over the last two years, what was the main channel used by this establishment to find employees?

[SHOW CARD 30](#)

National jobs portal	1
Employment centers	2
Online searching tools	3
Directly approaching education and training institutions	4
Other	5
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAI5**

**RWAL.6** Over the last two years, what was the main problem that this establishment encounter in hiring permanent, fulltime workers?

[SHOW CARD 31](#)

There were no or few applicants	1
Applicants lacked required skills	2
Applicants expected wages higher than we can offer	3
Applicants did not like working conditions	4
Too much competition from other employers	5
Difficulty of transportation to the establishment location	6
Other	7
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAI6**

**RWAL.7** In which specific occupation did the establishment face most difficulties when looking for suitable employees with relevant skills?

[SHOW CARD 32](#)

Managers	1
Professionals	2
Technicians and Associate Professionals	3
Clerical Support workers	4
Service and sales workers	5
Plant and machine operators and assemblers	6
Others	7
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWAI7**



<b>RWAL.8</b>	Considering the establishment's current permanent employees, what is the most important skill that is lacking or needs to be developed? <b>SHOW CARD 33</b>
---------------	--

Interpersonal and communication skills	1
Foreign languages	2
Problem solving or critical thinking	3
Vocational, job-specific skills, or technical skills other than IT	4
Computer or general IT skills	5
Managerial and leadership skills	6
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**RWA18**

<b>L.10</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have formal training programs for its permanent, full-time workers?
-------------	---

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

**110**

<b>RWAL.9</b>	Over the last two years, did this establishment receive any support from the government for upskilling its employees, including training, subsidies, and others?
---------------	--

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

**RWA19**

QUESTIONNAIRE NUMBER **id**

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<b>L.30</b>	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 34</b>
-------------	--

						(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	-9	-7
Inadequately educated workforce <b>I30b</b>	0	1	2	3	4	-9	-7

<b>RWAL.10</b>	What percentage of its labor cost does this establishment report for the purposes of payroll taxes?
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	Percent
Percentage of labor cost reported for payroll tax	<b>RWAI10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9
<b>REFUSAL (SPONTANEOUS)</b>	-8

**M. BUSINESS ENVIRONMENT**

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

<b>M.1</b>	<p>By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.</p> <p><b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b></p>
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	POSITION
1-Access to finance	<b>m1a_finance_pos</b>
2-Access to land	<b>m1a_land_pos</b>
3-Business licensing and permits	<b>m1a_permit_pos</b>
4-Corruption	<b>m1a_corruption_pos</b>
5-Courts	<b>m1a_courts_pos</b>
6-Crime, theft and disorder	<b>m1a_crime_pos</b>
7-Customs and trade regulations	<b>m1a_trade_pos</b>
8-Electricity	<b>m1a_electricity_pos</b>
9-Inadequately educated workforce	<b>m1a_workforce_pos</b>
10-Labor regulations	<b>m1a_labor_pos</b>
11-Political instability	<b>m1a_instability_pos</b>
12-Practices of competitors in the informal sector	<b>m1a_informal_pos</b>
13-Tax administration	<b>m1a_taxadmin_pos</b>
14-Tax rates	<b>m1a_taxrate_pos</b>
15-Transport	<b>m1a_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**

<b>RWAM.1</b>	<p>What percentage or number of its workforce does this establishment report for the purpose of payroll taxes?</p> <p>Please provide the percentage or number, not both.</p>
---------------	--

	Percent	OR	Number
Percentage or number of workers reported by the establishment for the purposes of payroll taxes	<b>RWAm1a %</b>		<b>RWAm1b</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>		<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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**INTERVIEWER READ OUT:**

**I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?**

**IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT**

**IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INLCUDING L AND N) ARE COMPLETE.**

## N. PERFORMANCE

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

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

<b>N.2</b>	From this establishment's Income Statement for fiscal year <b>[Insert last complete fiscal year]</b> , please provide the following information: <b>SHOW CARD 35</b>
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### INTERVIEWER: READ OUT

	<b>RWF</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of electricity	<b>n2b</b>	<b>-9</b>

### INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

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

QUESTIONNAIRE NUMBER **id**

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**POST-INTERVIEW INFORMATION**

**INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

**A.12 Interviewer code** **a12**

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**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
Main respondent		<b>a15a2a</b>	<b>a15a3</b>	<b>Email1x</b>
Second respondent	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15b3</b>	<b>Email2x</b>
Third respondent	<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, -8: REFUSAL

**INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT THER REMAINING INFORMATION ON YOUR OWN**

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

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and 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

<b>Hour</b>	<b>Minutes</b>

**a19h**

**a19m**

QUESTIONNAIRE NUMBER **id**

0									
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**SUPERVISOR SECTION**

**A.13** Supervisor code **a13**

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**INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD**

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

**SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2**

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