

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK GROUP
BOSASO&MOGADISHU INFORMAL SECTOR BUSINESS SURVEY QUESTIONNAIRE 2019

GPS Coordinates (recorded automatically)

GPS	lat; lon
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Time (recorded automatically): **sc4my**

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14ym	a14y	a14h	a14min

SHORT-FORM/LISTING QUESTIONNAIRE

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

INTERVIEWER: PLEASE INDICATE THE TYPE OF PREMISES

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

cla

A.4

INTERVIEWER: WHAT IS THE MAIN OBSERVED BUSINESS ACTIVITY?

WHERE THE ACTIVITY IS NOT OBVIOUS BY OBSERVATION, PLEASE BRIEFLY TALK TO THE PERSON OPERATING THE BUSINESS TO LEARN MORE ABOUT THE TYPE OF ACTIVITY. IF THERE IS MORE THAN ONE BUSINESS OR ACTIVITY, SELECT THE BUSINESS OR ACTIVITY WITH THE HIGHEST VALUE OF SALES

		Main business	
Making goods (Manufacturing) a41a1==1	Manufacturing of clothes or shoes	1	a4m
	Manufacturing of food-baker	2	
	Manufacturing of coffee, sugar, oil, dry fruits and other processed foods (exclude restaurants, street food-sellers)	3	
	Manufacturing of handicrafts	4	
	Manufacturing of furniture	5	
	Manufacturing of metal products	6	
	Manufacturing of household items	7	
	Manufacturing of tools and instruments	8	
	Other manufacturing. Specify a4x _____	14	
Re-selling goods (Services) a41a1==2	Selling food or groceries (street food sellers, restaurants)	15	a4r
	Selling of agricultural products	151	
	Selling of clothes or household items	16	
	Selling of business/computer/phone services	17	
	Selling of other goods. Specify a4x _____	18	
Provision of services a41a1==3	Transport Services	19	a4s
	Cleaning and washing services	20	
	Hairdressers and barber shops	21	
	Professional Services (including internet services)	22	
	Repair of motor vehicles and motorcycles	231	
	Repair of machinery and equipment	232	
	Repair of computers, personal and household goods	233	
	Construction	24	
	Other services. Specify a4x _____	30	

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

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

Yes	1
No	2
Respondent previously answered survey	3

GO TO SfR
Duplicate

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

	Number	DON'T KNOW (SPONTANEOUS)
Number of people working in this business	sc2	-9

Sc.3a Does this business have a registration or operating permit from the Ministry of Commerce?

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

sc3a

Sc.3b Does this business have a registration or operating permit from the Municipality?

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

sc3b

Sc.3c Does this business pay a daily or monthly fee to the Municipality??

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

sc3c

SOMSc.1 Has this business been visited by the municipality in the past four days?

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

SOMSc1

Lf. LONG-FORM QUESTIONNAIRE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

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

If responsive

B. GENERAL INFORMATION

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

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

b0

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

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

IF 1 GO TO B.2a

B.2	How many owners are female?
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Number of female owners	b2
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3

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

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

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

b2a

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

you
the largest owner

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

b4

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

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

b5

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

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

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

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

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

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

b8

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

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

b8a

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

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

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

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

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

No school	1
Primary School (1-4)	2
Intermediate School (5-8)	3
Secondary School (9-12)	4
Vocational training/Diploma	5
Undergraduate Degree	6
Post-graduate degree (Master's or Ph.D.)	7
DON'T KNOW (SPONTANEOUS)	-9

b11

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

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

GO TO QUESTION SOMB.2
GO TO QUESTION SOMB.2
GO TO QUESTION SOMB.2

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

Rural/village in Bosaso&Mogadishu	1
Smaller city/town in Bosaso&Mogadishu	11
Bigger or same size of city/town in Bosaso&Mogadishu	2
Different country	3
DON'T KNOW (SPONTANEOUS)	-9

b13

B.13a Name of city/town, province or country [owner] lived before moving to this city?
ANSWER OPTIONS TO BE CUSTOMIZED BY COUNTRY

	Name of city, province or country
Name of city, province or country	b13ax
DON'T KNOW (SPONTANEOUS)	-9

SOMB.1 What was the primary reason why [owner] moved to this city/town?
INTERVIEWER: READ OUT.

Escape from conflict	1
Suitable to start and grow business	2
Suitable route to migrate to another city/country	3
Unite with family members	
Other	4
DON'T KNOW (SPONTANEOUS)	-9

SOMb1

SOMB.2 [Has the]/[Have] [owner] ever lived in a settlement camp, either within Bosaso&Mogadishu or abroad?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY	-7

GO TO SOMB.4
GO TO SOMB.4
GO TO SOMB.4

SOMb2

SOMB.3 When was the last year the [owner] lived in a settlement camp?

	Year
Last year [owner] lived in settlement camp	SOMb3
CURRENTLY LIVING IN SETTLEMENT CAMP	-5

DON'T KNOW (SPONTANEOUS)	-9
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SOMB.4 In the last **twelve months**, did the main owner receive any money and/or goods from abroad?

Yes	1	
No	2	GO TO B.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.12
		SOMb4

SOMB.5 What was the total value of money and/ or goods received from abroad by the main owner over the last twelve months?

	SOS
Total value money and/ or goods received	SOMb5
DON'T KNOW (SPONTANEOUS)	-9

SOMB.6 For how many years has the **[owner]** been receiving money and/or goods from abroad?

	Number
Number of years receiving remittance	SOMb6
DON'T KNOW (SPONTANEOUS)	-9

SOMB.7 How often do **[owner]** receive the money and/or goods from abroad?

Once a year	1	
Twice a year	2	
Every month	3	
More than 12 times a year	4	
DON'T KNOW (SPONTANEOUS)	-9	
		SOMb7

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

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

B15 is skipped if b14==1

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

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
EQUAL INCOME EARNER	-5

b16

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

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

GO TO QUESTION B.22

b17

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

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

GO TO QUESTION B.20
GO TO QUESTION B.20

b18

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

GO TO QUESTION B.22
GO TO QUESTION B.22

b20

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

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

b21

Question to be asked only if b14>0

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

		Number
Main owner's household members with job with temporary or permanent contract		b22
NONE		0

GO TO B.25

DON'T KNOW (SPONTANEOUS)	-9
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B.23 Have any of the [owner]'s household members ever had a job with a temporary or permanent contract?

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

GO TO QUESTION B.25
GO TO QUESTION B.25

b23

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

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

Question to be skipped if b17==1

B.25 If offered full-time employment with a regular monthly wage that is comparable to the current monthly earning from this business or activity, would you be willing to leave the current business or activity and take the full-time employment with a regular wage?

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

b25

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

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

GO TO C.1a
GO TO C.1a

ir4

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

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

k3

C. LOCATION AND INFRASTRUCTURE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic

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

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

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

C.3	What is the main reason for the choice of location for this business or activity? (INTERVIEWER: READ OUT)
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Access to customers	1	
Access to food and toilets	2	
Access to water	3	
Access to electricity	4	
Safety	5	
Freedom from harassment	6	
DON'T KNOW (SPONTANEOUS)	-9	c3

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

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

c4

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

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

c5

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

Yes	1	GO TO QUESTION C.38
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c31

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

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

GO TO QUESTION C.32

c31a

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

Cash	1
Check or bank transfer	2
Another form of payment (by internet, etc.)	3
No payment for electricity	4
Included in the rent	5
Mobile money	6
DON'T KNOW (SPONTANEOUS)	-9

c31b

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

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

GO TO QUESTION C.38

GO TO QUESTION C.38

c32

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

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

IF '0', GO TO QUESTION C.38

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

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

Question to be asked only if business is NOT hawker (c1a!=4)

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

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

GO TO QUESTION C.42

c38

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

Yes	1	<i>GO TO QUESTION C.42</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.42</i>

c39

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

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

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

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

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

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

MICC.1 At the present time, do you have a website or social media account used for this business?

Yes	1	MICc1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

I. CRIME

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

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

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

i1

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

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

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

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

i3

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

	Number
Number of crime incidents	i4a
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

Yes	1	
No	2	<i>GO TO D.4</i>
REFUSAL (SPONTANEOUS)	-8	<i>GO TO D.4</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO D.4</i>

i6

I.7 In any of these incidents, were any goods or property taken or confiscated?

Yes	1	<i>GO TO QUESTION D.4</i> <i>GO TO QUESTION D.4</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		i7

I.8 What was the value of the taken, confiscated, goods or property?

		SOS
Total value of taken goods or property		i8
DON'T KNOW (SPONTANEOUS)		-9

SOMI.1 Over the last **twelve months**, has this establishment been requested or expected to pay informal tax payments or contributions to **organized armed criminal groups**?

Yes	1	<i>GO TO SOMI.2</i> <i>GO TO SOMI.2</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		SOMi1

SOMI.1a Please estimate the total informal tax payments or contributions to **organized armed criminal groups** either as a percentage of total annual sales or as total amount paid?

		Percent
Payment as percentage of total annual sales		SOMi1a1 %
DON'T KNOW (SPONTANEOUS)		-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

		SOS
Total payment to organized armed criminal groups		SOMi1a2
DON'T KNOW (SPONTANEOUS)		-9

SOMI.2 Over the last **twelve months**, was this establishment forced to take any of the following decisions because of crime or violence affecting the establishment?
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
Change or reduce its operating hours SOMi2a	1	2	-9
Postpone or cancel planned investments SOMi2b	1	2	-9
Relocate to another area SOMi2c			
Increase insurance or spending on security compared to previous level. SOMi2d	1	2	-9
Hire employees with good connections to the government or local leaders SOMi2e	1	2	-9

D. SALES AND SUPPLIES

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

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

MICD.2 In **[Insert reference period]**, what were this establishment's total annual sales for **all** products and services?

	SOS
Last reference period's total sales	MICd2
DON'T KNOW (SPONTANEOUS)	-9

MICN.3 **Two years ago**, what were total annual sales for this establishment?

	SOS
Total annual sales in [Insert reference period minus two]	MICn3
ESTABLISHMENT WAS NOT IN BUSINESS IN REFERENCE PERIOD [Insert reference period minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

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

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

D.6 In a **regular month** last year, what were total sales for this business or activity?

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

D.7 In the month with the **lowest** sales last year, what were total sales for this business or activity?

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

D.8 In the month with the **highest** sales last year, what were total sales for this business or activity?

	SOS
The highest total sales in a month	d8
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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

SOMD.1 Who are the **main** customers of this business or activities?
INTERVIEWER: READ OUT

Individuals/people	1
Businesses with less than 5 employees	2
Businesses with 5 or more employees	3
Others	4
DON'T KNOW (SPONTANEOUS)	-9

SOMd1

SOMD.2 Where do you **mainly** get your inputs, goods or supplies for this business?
INTERVIEWER: READ OUT

Buy from individuals/people	1
Buy from businesses with less than 5 employees	2
Buy from businesses with 5 or more employees	3
I produce it by myself	4
Others	5
DON'T KNOW (SPONTANEOUS)	-9

SOMd2

D.14 How long (in years) has this business or activity worked with the primary supplier of its main input or sales item?

	Number of Years
Number of years	d14
LESS THAN ONE YEAR	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.15 Which of the following best describes your typical customer?
INTERVIEWER: READ OUT

Someone familiar known through personal interactions	1	d15
Someone familiar known as a repeated customer	2	
Someone unfamiliar	3	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	d10a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

IR. BUSINESS PRACTICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about how this business or activity is run.

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

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

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

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

ir2

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

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

ir3

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

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

ir6

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

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

ir7
GO TO QUESTION IR.9
GO TO QUESTION IR.9

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

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

ir8

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

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

ir9

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

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

ir10

K. FINANCE

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

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

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

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

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

k3b

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

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

k5

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

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

GO TO QUESTION K.10

GO TO QUESTION K.10

k6

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

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

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

		Yes	No	DON'T KNOW (SPONTANEOUS)
Own funds	k8a	1	2	-9f
Moneylenders	k8b	1	2	-9
Microfinance institutions	k8c	1	2	-9
Banks	k8d	1	2	-9
Friends or relatives	k8e	1	2	-9
Remittances	k8f	1	2	-9

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

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

k10

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

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

k11

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

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

k11a

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

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

k11b

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

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

k11c

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

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

k11d

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

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

k11e

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

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

k11f

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

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

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

k12

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

Banks	1
Money lenders	2
Microfinance institutions	3
Input suppliers or customers	4
Others	5
DON'T KNOW (SPONTANEOUS)	-9

k13

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

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

GO TO MICK.11
GO TO MICK.11

k16

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

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

GO TO QUESTION K.18

k17

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

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

k18

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now I would like to ask you a few questions about the individuals who work in this business or activity

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

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

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

SOML.1 In [insert last calendar month], how many of the people worked in this business were **family members** of the owner (s)?

	Number	DON'T KNOW (SPONTANEOUS)
Family members	SOM11	-9

L.3 In a **regular month** last year, how many people worked in this business or activity, including paid and unpaid workers?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

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

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

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

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

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

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

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

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

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

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

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

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

R. REGISTRATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

R.1 Over the last three years, **[have][owner] [has] the [owner] considered** registering this business with the **[Piped in]**?

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

GO TO R.2

r1

R.7 Over the last three years, **[have][owner] [has] the [owner]** taken any steps, including gathering any information, to register with the **[Piped in]**?

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

r7

R.2 Please indicate if any of the following is a reason why this business or activity is not registered with **the [Piped in]**.
INTERVIEWER: READ OUT

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

R.3 Of the following reasons for not being registered with [Piped in], please tell me which one, if any, currently represents the main reason
INTERVIEWER: PLEASE READ OUT (SHOWCARD)

Because of time, fees, and paper work required to complete registration	1
Because of the taxes that need to be paid if registered	2
Because of the inspections and meetings with government officials that would take place if registered	3
Because of the bribes registered businesses need to pay	4
Because there is no benefit for my business or activity from being registered	5
Because of lack of information about the process of registration, including where to register	6
None of the above.	7

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

R.6 As I read several options, please indicate if each one represents a benefit for your business or activity that could be obtained from being registered with the [Piped in].
INTERVIEWER: READ OUT

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

SOMR.8 Has a customer ever refused to do business with you because your business is not registered?

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

SOMr8

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

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

GO TO QUESTION R.5
GO TO QUESTION R.5
SOMr9

R.10 How do your prices compare to the prices of similar products or services supplied by registered businesses?

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

r10

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

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

r5

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

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

i5

N. ASSETS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about cost and related. 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.

N.1 In [insert last calendar month], what was this business' total cost, (including material cost, labor cost and indirect costs?)

	SOS	DON'T KNOW (SPONTANEOUS)
Total cost	n1	-9

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

	SOS	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Total cost of workers including salaries and any other form of payment	n2a	-9	-7
Total cost of raw materials and intermediate goods used in production in the last completed month ASK THE FOLLOWING QUESTION ONLY IF a41a1=1	n2e2	-9	-7
Total costs of electricity	n2c	-9	-7

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

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

n3

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

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

n4

N.5 Please estimate how much it would cost if this business were to purchase the following assets that are **currently used in this business**, in their current condition and regardless of whether the business or activity owns them or not.
INTERVIEWER: READ OPTIONS

	SOS	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Tools and utensils	n5a	-9	-7
Machinery and equipment	n5b	-9	-7
Vehicles, cycles, carts and other transportation devices used in the business	n5c	-9	-7

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

N.6m Yesterday, at the end of the day, what was the value of all your raw materials and finished goods for sale?

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

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

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

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

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

Profit	1	SKIP N.7a1 and N.7a2 GO TO A.15a GO TO A.15a
Loss	2	
Zero profit	3	
DON'T KNOW (SPONTANEOUS)	-9	

n7

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

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

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

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

n7a1

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

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

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

Position of main respondent

Largest owner	1
Employee related to largest owner	2
Employee NOT related to largest owner	3
Other (Specify a15a1ax)	4

a15a1a

	Years with the business	Gender
Main respondent	a15a2a	a15a3a

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

A.1 Interviewer code

a12

A.2 Supervisor code

a13

A.15b Name of City

a15bx

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

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

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

S/R. INFORMATION ON REFUSALS TO SHORT FORM

INFORMATION CODED BY ENUMERATOR IN THE CASE OF REFUSAL (SC0 = 2)

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

	Number
Number of people observed working in the business	rf4

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

Yes	1
No	2

rf5

	Gender
Main respondent	a15a3a

A.15 Time interview ends:

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

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

L/R. INFORMATION ON REFUSALS TO LONG FORM

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

	Gender
Main respondent	a15a3a

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

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

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

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)