

**Your QUESTIONNAIRE NUMBER  
RECORD NUMBER  
PREFERENCE NUMBER**


**THE WORLD BANK  
AFRICAN Enterprise Survey  
Retail Module (2010) - DRC**

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

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Retail	2

**A.1 Country**

<b>a1</b>
-----------

**A.1a Language**

<b>a1a</b>
------------

**A.2**

	<b>Sampling Region a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

**A.3a**

	<b>Screener Region (coded ex post) a3a</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

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

<b>a3x</b>
------------

**A.3 Size of locality a3**

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

**A.4 Industry**

		Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
<b>Manufacturing :Section D</b>	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Other manufacturing	2	2	
<b>Retail</b>	<b>Retail</b>	52	52
<b>Residual(Other)</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

**A.5 Sector match between screener information and sample frame a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

**A.6 Size**

	Sampling size <b>a6a</b>	Screener Size <b>a6b</b>
<b>MICRO (PANEL ONLY)</b>		<b>0</b>
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

**A.7 Establishment is part of a larger firm** **a7**

Yes	1
No, a firm on its own	2

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
---	------------

**A.8 Type of establishment** **a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>Does not apply</b>	<b>-7</b>

**A.9 Are establishment's financial statements prepared separately from HQ's statements?** **a9**

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?**

**a10**

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.11 If HQ, are financial statements independent from the rest of establishments?** **a11**

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.11a How many establishments – counting the headquarters- are included in the financial statements kept in the headquarters?**

Number of establishments	<b>a11a</b>
--------------------------	-------------

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

--

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

--

**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

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

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help the WORLD BANK to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

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

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

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

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>Other (spontaneous - specify) ___ b1x ___</b>	6
<b>Don't know (spontaneous)</b>	<b>-9</b>

**SKIP TO B.2**

**b1**

**B.3** What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	<b>b3</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**B.2** What percentage of this firm is owned by each of the following: **INTERVIEWER: SHOW CARD**

	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/State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**IF 100% end interview**

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

**B.3a** Are the owners of the firm: **INTERVIEWER: SHOW CARD**

All men	1	<b>GO TO QUESTION AFB4a</b>
Majority are men	2	
Majority are women	3	
All women	4	<b>GO TO QUESTION AFB4a</b>
Equally divided between men and women	5	
<b>Does not apply</b>	<b>-7</b>	<b>GO TO QUESTION AFB4a</b>
<b>Don't know</b>	<b>-9</b>	<b>GO TO QUESTION AFB4a</b>

**AFb3a**

**B.3b** Is the largest owner female?  
**(INTERVIEWER: if there are multiple large owners with the same ownership share, please answer with respect to the person most active in the operation of the firm)**

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFb3b**

**AFB.4a.** What is the nationality of origin of the current largest owner?

African (specify <b>AFb4a1 [table 1]</b> )	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify <b>AFb4a4 [table 4]</b> )	4
European/	5
Other	6
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFb4a**

AFb4a1. Main African nationality	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

AFb4a4. Main "Other Asian" nationality	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

**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	Answer from previous round (ONLY FOR PANEL)
Year establishment began operations	<b>b5</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	Number
Full-time employees at start-up	<b>b6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**b6a**

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

	Year	Answer from previous round (ONLY FOR PANEL)
Year establishment formally registered	<b>b6b</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>Never registered (spontaneous)</b>	<b>-7</b>	

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

**AFB.7a** What is the highest level of education of the current Top Manager?  
**INTERVIEWER: SHOW CARD**

No Education	1
Primary School (complete or not)	2
Secondary School (complete or not)	3
Vocational Training	4
Some university training	5
Graduate degree	6
<b>Don't Know (spontaneous)</b>	<b>-9</b>
<b>AFb7a</b>	

**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>
<b>b7a</b>	

**B.8** Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000)**

Yes	1
No	2
<b>Still in process</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>b8</b>	

**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations in fiscal year 2009.

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

Yes	1
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION C.6**  
**GO TO QUESTION C.6**

**c3**

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

	Days
Wait for electrical connection	<b>c4</b>
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

**c5**

**C.6** Over fiscal year 2009, did this establishment experience power outages?

Yes	1
No	2
Don't know (spontaneous)	-9

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

**c6**

**C.7** In a typical month, over fiscal year 2009, how many power outages did this establishment experience?

	Number
Average number of power outages per month	<b>c7</b>
Don't know (spontaneous)	-9

**IF 0, GO TO QUESTION C.10**

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

	Hours
Average duration of power outages	<b>c8</b>
Less than one hour	<b>1</b>
Don't know (spontaneous)	<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
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
None	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

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

	LCUs
Annual losses due to power outages	<b>c9b</b>
None	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

**C.10** Over the course of fiscal year **2009**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
Don't know (spontaneous)	<b>-9</b>	

**c10**

**C.11** In fiscal year **2009**, 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> %
Don't know (spontaneous)	<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 QUESTION C.19</b> <b>GO TO QUESTION C.19</b>
No	2	
Don't know	<b>-9</b>	

**c12**

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

	Days
Wait for water connection	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**c14**

**C.19** Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.22a**  
**GO TO QUESTION C.22a**

**c19**

**C.20** In reference to that application for a telephone 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 telephone connection	<b>c20</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.21** In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**c21**

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c22a**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c22b**

**C.23** Does this establishment have a high-speed Internet connection on its premises?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.28**  
**GO TO QUESTION C.28**

**c23**

**C.24** Is this establishment's Internet connection used to:  
**INTERVIEWER: READ EACH OPTION ALOUD**

		Yes	No	Don't Know (spontaneous)	NA (spontaneous)
Make purchases for this establishment	<b>c24b</b>	1	2	<b>-9</b>	<b>-7</b>
Deliver services to this establishment's clients	<b>c24c</b>	1	2	<b>-9</b>	<b>-7</b>
Do research and develop ideas on new products and services	<b>c24d</b>	1	2	<b>-9</b>	<b>-7</b>

**C.28** Does this establishment currently use cell phones for the operations of the establishment?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.30**  
**GO TO QUESTION C.30**

**c28**

**C.29** The majority of cell phones used for the operations of the establishment are?  
**INTERVIEWER: SHOW CARD**

Purchased and air use paid by the establishment	1
Purchased by the establishment but air time is paid by the staff	2
Purchased by the staff but air time is paid by the establishment	3
Purchased and air time paid by the staff	4
<b>Don't know (spontaneous)</b>	<b>-9</b>

**c29**

**C.30** Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
 Is **Telecommunications** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Electricity <b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Telecommunications <b>c30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**D. SALES AND SUPPLIES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**The next topic to be covered is how and where this establishment makes its sales.**

**D.1a1** In fiscal year **2009**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?

**Description**

**d1a1x**

**D.1a2** Using this card, please choose the 4-digit code that best applies to the main product of this establishment.  
**INTERVIEWER: SHOW CARD**

	<b>Code</b>
Code of main product	<b>d1a2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.1a3** What percentage of total sales does the main product represent?

	<b>%</b>
Percentage of sales represented by main product	<b>d1a3</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.2** In fiscal year **2009**, what were this establishment's total annual sales?

	<b>LCUs</b>
Last complete fiscal year's total sales	<b>d2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.3** In fiscal year **2009**, what percentage of this establishment's sales were:  
**(INTERVIEWER: these must be asked in the order they appear on the table)**  
**INTERVIEWER: SHOW CARD**

	<b>Percent</b>	<b>Don't know (spontaneous)</b>	
National sales	<b>d3a %</b>	<b>-9</b>	<b>IF 100, GO TO QUESTION D.10</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b %</b>	<b>-9</b>	<b>IF 100, GO TO QUESTION D.8</b>
Direct exports	<b>d3c %</b>	<b>-9</b>	<b>IF 0, GO TO QUESTION D.8</b>
	<b>100%</b>		

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

**AFD.3f-h** In fiscal year 2009, what percent of this establishment's annual export revenue were to:  
**INTERVIEWER: SHOW CARD**

Region	% of total export revenue
Neighboring Countries within Sub-Saharan Africa	<b>AFd3f</b>
Developed Countries	<b>AFd3g</b>
Other	<b>AFd3h</b>
	<b>100%</b>

**INTERVIEWER: CHECK THAT THE TOTAL IS 100%**

**D.4** In fiscal year **2009**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	<b>d4</b>
<b>Less than one day</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.5b** In fiscal year 2009, what percent of this establishment's export consignments were handled by an outside clearing agent to facilitate customs clearance?

	Percent
Percent of consignments used clearing agent	<b>AFd5b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.5c** In fiscal year 2009, what percent of this establishment's export containers were physically inspected by custom officials?

Percent physically inspected	Percent
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFd5c**

**D.6** In fiscal year **2009**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of value	<b>d6</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.7** In fiscal year **2009**, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of value	<b>d7</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.7a** In fiscal year 2009, did this establishment benefit from any of the following export or investment incentive schemes: **INTERVIEWER: READ EACH OPTION ALOUD**

		Yes	No	DK	<b>IF YES TO ANY GO TO QUESTION D.8</b>
Suspension or exemptions from duties on imported inputs	<b>AFd7a1</b>	1	2	<b>-9</b>	
Profit tax exemption	<b>AFd7a2</b>	1	2	<b>-9</b>	
VAT reimbursement	<b>AFd7a3</b>	1	2	<b>-9</b>	
Export financing scheme, such as an export credit guarantee scheme	<b>AFd7a4</b>	1	2	<b>-9</b>	
Other	<b>AFd7a5</b>	1	2	<b>-9</b>	

**AFD.7b** In fiscal year 2009, what was the MAIN reason that this establishment did NOT take advantage of any of the schemes listed above? **INTERVIEWER: SHOW CARD**

Did not need financial support	1	
Did not know about these schemes	2	
Administrative process was too cumbersome	3	
No real benefits from schemes	4	
Lack contacts needed to qualify	5	
It takes too long to receive benefits	6	
Applied but not eligible	7	
Other	8	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>AFd7b</b>

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

	<b>Year</b>
Began exporting directly or indirectly	<b>d8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.17** At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep? **(INTERVIEWER: if respondent requires clarification, define days of inventory as stock on hand)**

	<b>Days</b>
Days of inventory of main sales item	<b>d17</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.11a** In fiscal year 2009, for how many years have you known this establishment's primary supplier of its main input?

	Years
Years of relations with primary supplier	<b>AFd11a</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.11d** In fiscal year 2009, did this establishment subcontract any part of its production to other firms?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFd11d**

**D.30** Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD**

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Transport <b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**E. DEGREE OF COMPETITION**

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

Now we will talk about another topic.

**AFE.2a** In fiscal year **2009**, how many NEW competitors entered the main market of this establishment's main product/product line?

None	1
One	2
2-5	3
More than 5	4
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFE2a**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**e11**

**E.30** Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
**SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**G. LAND AND PERMITS**

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

**The next topic to be covered is about the land.**

**G.1** Of the land occupied by this establishment, what percent is: **INTERVIEWER: SHOW CARD**

	<b>Percent</b>	<b>Don't know (spontaneous)</b>	<b>It is a floor in a building</b>
Owned by this establishment	<b>g1a</b> %	<b>-9</b>	<b>-7</b>
Rented or Leased by this establishment	<b>g1b</b> %	<b>-9</b>	<b>-7</b>
Other	<b>g1c</b> %	<b>-9</b>	<b>-7</b>
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**DRC3** Does this establishment have legal titles for the use of the land?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**DRC3**

**DRC4** Do other individuals or entities have legal title to use the land or its resources?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**DRC4**

**DRC5** In the last 2 years, did this establishment have any disputes over land titles?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION DRC9**

**GO TO QUESTION DRC9**

**DRC5**

**DRC6** In the last 2 years, how many disputes over land titles did this establishment have?

	<b>Number</b>
Number of disputes over land titles	<b>DRC6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**DRC7** On average, how many weeks did it take to resolve these disputes from the day the establishment first took action until the moment a resolution was reached?

	Weeks
Number of weeks to resolve disputes over land titles	<b>DRC7</b>
Less than one week	1
Still unresolved	-6
Don't know (spontaneous)	-9

**GO TO QUESTION DRC9**  
**GO TO QUESTION DRC9**

**DRC8** In fiscal year 2009, how much did it cost to resolve disputes over land titles as a percentage of total annual sales or as total costs?

	Percent
Cost as percentage of total annual sales to resolve land titles disputes	<b>DRC8a %</b>
Don't know (spontaneous)	-9

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

	LCUs
Cost (in local currency) to resolve land titles disputes	<b>DRC8b</b>
Don't know (spontaneous)	-9

**DRC9** In the last 2 years, did your establishment used or attempted to use its land as collateral for a loan?

Yes	1
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION G2**  
**GO TO QUESTION G2**

**DRC9**

**DRC10** In the last 2 years, how much did this establishment spend on obtaining proof of ownership of the land to use its land as collateral for a loan?

	LCUs
Cost to obtain proof of the land title	<b>DRC10</b>
No proof of ownership was required	-7
Don't know (spontaneous)	-9

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION G.30**  
**GO TO QUESTION G.30**

**g2**

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

	<b>Days</b>
Wait for a construction-related permit	<b>g3</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**g4**

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

Area	
<b>Don't know (spontaneous)</b>	<b>-9</b>

**g5a**

**SPECIFY UNITS**

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

**g5b**

**G.6** Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 13**

	Percent	Don't know (spontaneous)
Owned by this establishment	<b>g6a</b> %	<b>-9</b>
Rented or leased by this establishment	<b>g6b</b> %	<b>-9</b>
Other	<b>g6c</b> %	<b>-9</b>
	<b>100%</b>	

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

**G.7** In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?

Yes	1	<b>GO TO QUESTION G.30 GO TO QUESTION G.30</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
	<b>g7</b>	

**G.8** In the last three years, has this establishment been successful in acquiring land or new premises?

Yes	1	<b>g8a</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**G.30** Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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>2009</b> , did this establishment pay for security, for example equipment, personnel, or professional security services?
------------	--

Yes	1	<b>GO TO QUESTION I.3</b> <b>GO TO QUESTION I.3</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**i1**

<b>I.2</b>	In fiscal year <b>2009</b> , what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?
------------	---

	<b>Percent</b>
Percentage of total annual sales for security	<b>i2a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>LCUs</b>
Total annual cost of security	<b>i2b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>I.3</b>	In fiscal year <b>2009</b> , did this establishment experience losses as a result of theft, robbery, vandalism or arson?
------------	--

Yes	1	<b>GO TO QUESTION I.30</b> <b>GO TO QUESTION I.30</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**i3**

<b>I.4</b>	In fiscal year <b>2009</b> , what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?
------------	--

	<b>Percent</b>
Losses as percentage of total annual sales	<b>i4a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>LCUs</b>
Total annual value of losses	<b>i4b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>I.30</b>	Are <b>crime, theft and disorder</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>INTERVIEWER: SHOW CARD 17</b>
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</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.**

**K.1** In fiscal year **2009**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **INTERVIEWER: SHOW CARD**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	<b>k1a</b> %	-9
Paid for on delivery?	<b>k1b</b> %	-9
Paid for after delivery?	<b>k1c</b> %	-9
	<b>100</b> %	

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

**K.2** In fiscal year **2009**, what percentage of this establishment's total annual sales of its goods or services were: **INTERVIEWER: SHOW CARD**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	<b>k2a</b> %	-9
Paid for on delivery?	<b>k2b</b> %	-9
Paid for after delivery?	<b>k2c</b> %	-9
	<b>100</b> %	

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

**K.3** Over fiscal year **2009**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

**INTERVIEWER: SHOW CARD**

	Percent	Don't know (spontaneous)
Internal funds or retained earnings	<b>k3a</b> %	-9
Borrowed from banks (private and state-owned)	<b>k3bc</b> %	-9
Borrowed from non-bank financial institutions	<b>k3e</b> %	-9
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
Other (moneylenders, friends, relatives, etc.)	<b>k3hd</b> %	-9
	<b>100%</b>	

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

**K.4** In fiscal year **2009**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment (new or used), land or buildings?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

**k4**

**N.5** In fiscal year **2009**, how much did this establishment spend on purchases of:

	LCUs	<b>Don't know (spontaneous)</b>
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year **2009**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD**

	Percent	<b>Don't know (spontaneous)</b>
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from banks (private and state-owned)	<b>k5bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other (moneylenders, friends, relatives, bonds, commercial papers etc)	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

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

**K.6** Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k6**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.8**  
**GO TO QUESTION K.8**

**k7**

**AFK.7a** For this establishment's overdraft facility, what is the average interest rate?

	Percent
Average rate of interest for overdraft	<b>AFk7a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION K.16</b> <b>GO TO QUESTION K.16</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**k8**

**AFK.8a** Was the most recent credit in the form of?

Line of credit	1	<b>AFk8a</b>
Loan	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHUW CARD**

Private commercial banks	1	<b>k9</b>
State-owned banks or government agency	2	
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3	
Other	4	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

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

	Year
Year most recent loan/line of credit approved	<b>k10</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**AFK.10a** What is the rate of interest of this most recent line of credit or loan?

	Percent
Average rate of interest for most recent loan/line of credit approved	<b>AFk10a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	LCUs
Size of most recent loan/line of credit approved	<b>k11</b>
<b>REF (spontaneous)</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.13** Referring only to this most recent loan or line of credit, did the financing require collateral?

Yes	1	<b>GO TO QUESTION K.16</b> <b>GO TO QUESTION K.16</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**k13**

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

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?

	LCU
Value of collateral	<b>k15a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.16** Referring again to the last fiscal year **2009**, did this establishment apply for any loans or lines of credit?

Yes	1	<b>GO TO QUESTION K.21</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year **2009**? **SHOW CARD**

No need for a loan - establishment has sufficient capital	1
Application procedures for loans or lines of credit are complex	2
Interest rates are not favorable	3
Collateral requirements are too high	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k17**

**K.21** In fiscal year **2009**, 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** Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 23**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</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** I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9
"The court system is able to enforce its decisions" <b>AFh1</b>	1	2	3	4	-9
"I am confident that the legal system will uphold my contract and property rights in business disputes." <b>AFh2</b>	1	2	3	4	-9

**AFH.3a** In the last 2 years, did your establishment have a payment dispute over payments owed to it in which a third party (such as arbiters, collecting agency or judicial system) was involved?

Yes	1
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**

**AFh3a**

**AFH.3b** Was the court system used to resolve this payment dispute?

Yes	1
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**

**AFh3b**

**AFH.3c** Was a court judgment made for this payment dispute?

Yes	1
No	2
Still in process	-6
Don't know (spontaneous)	-9

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**

**AFh3c**

**AFH.3d** How many weeks did it take the courts to come to judgment on this payment dispute, from the day the establishment first took court action until the moment a judgment was made?

	<b>Weeks</b>
Number of weeks to come to judgment	<b>AFh3d</b>
<b>Less than one week</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFH.3e** Was this decision of the court enforced?

Yes	1	<b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b>
No	2	
<b>Still in process</b>	<b>-6</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**AFh3e**

**AFH.3f** How many weeks did it take to enforce this court judgment?

	<b>Weeks</b>
Number of weeks to enforcement	<b>AFh3f</b>
<b>Less than one week</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>Percent</b>
Senior management's time spent on dealing with regulations	<b>j2</b> %
<b>No time was spent</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**J.3** Over the last year, was this establishment visited or inspected by tax officials?

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**j3**

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

	Number
Times inspected or met with tax officials	<b>j4</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>j5</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>Refusal (spontaneous)</b>	<b>-8</b>	

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

Yes	1	<b>GO TO QUESTION J.7</b> <b>GO TO QUESTION J.7</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**j6a**

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

	Percent
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>
<b>No payments</b>	<b>0</b>

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

	Percent
Percentage of total annual sales paid as informal payment	<b>j7a</b> %
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

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

	LCUs
Total annual informal payment	<b>j7b</b>
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

**AFJ.8** Recognizing the difficulties many establishments face in fully complying with taxes and regulations, at the present time what percent of total annual sales would you estimate the typical establishment in your line of business declares for tax purposes?

	Percent
Percent of total annual sales reported for tax purposes	<b>AFj8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

**J.10** 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 QUESTION J.13**  
**GO TO QUESTION J.13**

**j10**

**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	<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>

**J.12** 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>REF (spontaneous)</b>	<b>-8</b>

**j12**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**

**j13**

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

	<b>Days</b>
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>

**J.15** 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**

**J.30** As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.  
**SHOW CARD 25**

**ROTATE OPTIONS**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Tax rates	<b>j30a</b>	0	1	2	3	4	-9	-7
Tax administration	<b>j30b</b>	0	1	2	3	4	-9	-7
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	-9	-7
Political instability	<b>j30e</b>	0	1	2	3	4	-9	-7
Corruption	<b>j30f</b>	0	1	2	3	4	-9	-7
Courts	<b>h30</b>	0	1	2	3	4	-9	-7

**L. LABOR**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now I would like to ask you a few questions about this establishment's labor force.**

**L.1** At the end of fiscal year **2009**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers  
**(INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day)**  
**(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.2** Three fiscal years ago, at the end of fiscal year **2007**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers **(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time workers three fiscal years ago	<b>12</b>
<b>If establishment was not in business three years ago</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.5** At the end of fiscal year **2009** how many permanent full-time individuals that worked in this establishment were female?

	Number	Don't know (spontaneous)
Female permanent full-time workers	<b>15</b>	<b>-9</b>

**L.6** How many full-time temporary employees did this establishment employ in fiscal year **2009**?  
**(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)**

	Number
Full-time seasonal/temporary workers employed last fiscal year	<b>16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION L.10**

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year 2009?

	Months
Average length full-time seasonal/temporary employment last fiscal year	<b>18</b>
Less than one month	<b>1</b>
Don't know (spontaneous)	<b>-9</b>

**AFL.8a** At the end of fiscal year 2009, how many part-time workers—workers that work less than 8-hour shift per day—were employed by this establishment?

	Number
Part-time Workers	<b>AF18a</b>
Don't know (spontaneous)	<b>-9</b>

**L.10** Over fiscal year 2009, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>

**110**

**AFL.12** What percent of this establishment's workforce is currently unionized?

	Percent Unionized
Percent workforce unionized	<b>AF112</b>
Don't know (spontaneous)	<b>-9</b>

**AFL.14** Over fiscal year 2009, how did this establishment usually find new employees? **SHOW CARD**

Through family/friends	1
Public placement office	2
Private placement office	3
Public announcement/advertisement	4
School-related network	5
Other	6

**AF114**

**L.30** Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
 Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
**INTERVIEWER: SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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

**S. AIDS AND SICKNESS**

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

**We now turn to another topic.**

**AFS.1y** Does this establishment currently have a pre-employment health check for new employees?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**AFs1y**

**AFS.1** Have the following situations affected this establishment's workforce in the past 2 years:

	Yes	No	DK
High absenteeism due to sickness <b>AFs1a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to sickness <b>AFs1b</b>	1	2	<b>-9</b>

**AFS.2** Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years

	Yes	No	DK
High absenteeism due to HIV/AIDS <b>AFs2a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to HIV/AIDS <b>AFs2b</b>	1	2	<b>-9</b>

**AFS.3** Did this establishment undertake any of the following activities, in fiscal year 2009, to prevent HIV/AIDS among employees?

	Yes	No	DK
HIV prevention messages <b>AFs3a</b>	1	2	<b>-9</b>
Free condom distribution <b>AFs3b</b>	1	2	<b>-9</b>
Anonymous HIV testing <b>AFs3c</b>	1	2	<b>-9</b>

**AFS.4** In fiscal year 2009, how much did this establishment spend on all AIDS/HIV programs and activities?

	LCU
Cost of all AIDS/HIV programs and activities <b>AFs4</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>

**M. BUSINESS ENVIRONMENT**

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

**M.1** By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD with ROTATION**

Access to finance	1	
Access to land	2	
Business licensing and permits	3	
Corruption	4	
Courts	5	
Crime, theft and disorder	6	
Customs and trade regulations	7	
Electricity	8	
Inadequately educated workforce	9	
Labor regulations	10	
Political instability	11	
Practices of competitors in the informal sector	12	
Tax administration	13	
Tax rates	14	
Transport	15	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>Does not apply (spontaneous)</b>	<b>-7</b>	<b>m1a</b>

Rotation 1	<b>1</b>	
Rotation 2	<b>2</b>	
Rotation 3	<b>3</b>	<b>m1d</b>

**N. PERFORMANCE**

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

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

**N.2** For fiscal year **2009**, please provide the following information about this establishment: **SHOW CARD**

**READ OUT**

	LCUs	Don't know (spontaneous)
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>	<b>-9</b>
Total annual costs of electricity	<b>n2b</b>	<b>-9</b>
Total annual depreciation	<b>AFn2k</b>	<b>-9</b>

**N.3** In fiscal year **2007**, three fiscal years ago, what were total annual sales for this establishment?

	LCUs
Total annual sales three years ago, in 2007	<b>n3</b>
<b>If establishment was not in business three years ago</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**INTERVIEWER: PLEASE VERIFY IF THERE IS ANY DIFFERENCE BETWEEN B.5 AND B.6b; IF THERE ARE, CONTINUE WITH THE FOLLOWING QUESTIONS. IF THERE ARE NOT, PROCEED WITH A.15A**

**PANEL INTERVIEWS CONTROL**

<b>A.20a</b>	<b>INTERVIEWER :</b> Ask A.20a if <b>B.5</b> is different from answer in previous survey. If not , go to A.20.b Read both answers and ask which is the correct answer:
--------------	---

Current answer incorrect and previous answer correct:	<b>1</b>	<b>CORRECT CURRENT ANSWER IN THIS QUESTIONNAIRE AND GO TO A.20b</b>
Current answer correct and previous incorrect	<b>2</b>	<b>GO TO A.20b</b>
Both, previous and current answer incorrect:	<b>3</b>	<b>CORRECT CURRENT ANSWER IN THIS QUESTIONNAIRE AND GO TO A.20b</b>

**a20a**

<b>A.20b</b>	<b>INTERVIEWER :</b> Ask A.20b if <b>B.6b</b> is different from answer in previous survey. If not , go to A.20.c <b>a-</b> Read both answers and ask which is the correct answer:
--------------	--

Current answer incorrect and previous answer correct:	<b>1</b>	<b>CORRECT CURRENT ANSWER IN THIS QUESTIONNAIRE AND GO TO A.20c</b>
Current answer correct and previous incorrect	<b>2</b>	<b>GO TO A.20c</b>
Both, previous and current answer incorrect:	<b>3</b>	<b>CORRECT CURRENT ANSWER IN THIS QUESTIONNAIRE AND GO TO A.20c</b>

**a20b**

<b>A.20c</b>	<b>INTERVIEWER :</b> Check the following contact information. If any part of the following information is different from the records used to contact the establishment please take write the new information.
--------------	---

Name of the establishment	<b>a20c1</b>
Address of the establishment	<b>a20c2</b>
Telephone of the establishment	<b>a20c3</b>

**A.15a Please complete the following information about the interviewee(s)**

	<b>Position in the firm</b>	<b>Years with the firm</b>	<b>Gender</b>
<b>Main respondent</b>	<b>a15a1ax</b>	<b>a15a2a</b>	<b>a15a3a</b>
<b>Second respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15a3b</b>
<b>Third Respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>a15a3c</b>

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

**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>

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

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

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

**a17**

**INTERVIEWER COMMENTS:**

**a17x**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

**A.18** This questionnaire was completed in:

One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

**a18**

**A.19** If option 2 or 3 in **A.18**, estimate duration of the whole interview

Hour	Minutes
<b>a19h</b>	<b>a19m</b>