

**THE WORLD BANK**  
**Palestine Enterprise Survey**  
**Manufacturing Module (2006)-Final**

W1:Serial Number <b>w1</b>	□ □ □ □	W2: Establishment No. <b>w2</b>	□ □ □ □ □ □ □ □
W3:Governnarate Code <b>w3</b>	□ □	W4: Interview result <b>w4</b>	1.Complete 2.Incomplete □
W5:Establishment Commercial name <b>w5</b>	_____		
W6:Main Activity of Establishment <b>w6</b>	□ □ □ □ □	<b>w6x</b> _____	

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

A.0 Questionnaire <b>a0</b>	Module
Manufacturing	1
Services	2
	<b>a0</b>

A.2	Sampling Region	
West Bank	1	<b>If East Jerusalem, Go to A.3</b>
Gaza	2	
	<b>a2</b>	<b>If 2 go to question A.4</b>

PA.2	Sampling Region
What area is this establishment located in, A,B or C.	<b>pa2</b>

**A.3 City/town/village (six digit location code: **a3**;  
City Name: **a3x****

A.4 Industry	Sample Industry <b>a4</b>	
Manufacturing	Food	1
	Garments	2
	Textiles	3
	Machinery & equipment	4
	Chemicals	5
	Electronics	6
	Non-metallic minerals	7
Services	Other manufacturing	8
	Hotels	9
	Information technology	10
Other	Other services	11
	Construction & transport	12

A.6 Size	Sampling size <b>a6</b>
Small >=6 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

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

Yes	1
No, a firm on its own	2

**A.10 Establishment financial statements prepared separately of other establishments of same firm **a10****

Yes	1
No	2

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

<b>Date (mm/dd)</b>	<b>Hour</b>	<b>Minutes</b>	<b>AM/PM</b>
<b>a14date</b>	<b>a14h</b>	<b>a14m</b>	<b>a14s</b>

**a14**

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

The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help the World Bank advise governments to develop 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**

**INTERVIEWER: READ THE FOLLOWING IF ESTABLISHMENT IS PART OF A LARGER FIRM.**

We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

**B.1** What is this firm's current legal status?

**INTERVIEWER: SHOW CARD**

Publicly listed company	1	<b>b1</b>
Private held, limited company	2	
Sole proprietorship	3	<b>b1x</b>
Partnership	4	
<b>Other (SPECIFY) _____</b>	5	

**B.2** What percent of this firm is owned by each of the following:

**INTERVIEWER: SHOW CARD**

a. Private domestic individuals, companies or organizations	<b>b2a</b> %
b. Private foreign individuals, companies or organizations	<b>b2b</b> %
c. Government/State	<b>b2c</b> %
d. Other	<b>b2d</b> %
<b>100%</b>	

**INTERVIEWER: CHECK TOTAL ADDS UP TO 100%**

**B.4** Are any of the principal owners female?

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

**b4**

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

I want to proceed by asking you about the establishment; when it started operations, management's experience in this sector, and quality certifications it may have obtained.

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

	<b>Year</b>
Year establishment began operations	<b>b5</b>

**B.6** How many full-time employees did this establishment employ when it started operations?

	<b>Number</b>
Full-time employees at start-up	<b>b6</b>

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

	<b>Years</b>
Manager's experience in sector	<b>b7</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1**

**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
Still in process	-6
<b>Don't know</b>	<b>-9</b>

**b8**

**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations in fiscal year 2006.

The questions that follow assess how infrastructure and infrastructure services affect this establishment.

**C.1** In fiscal year 2006, did this establishment use its own transport to make shipments to its customers?

Yes	1	<b>GO TO QUESTION C.3</b> <b>GO TO QUESTION C.3</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c1**

**C.2** In fiscal year 2006, what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport?

	<b>Percent</b>
Percent shipped with own transport	<b>c2</b>

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

Yes	1	<b>GO TO QUESTION C.6</b> <b>GO TO QUESTION C.6</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c3**

**C.4** In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	<b>Days</b>
Wait for electrical connection	<b>c4</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6**

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

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

**c5**

**C.6** Over fiscal year **2006**, did this establishment experience power outages?

Yes	1
No	2
Don't know	-9

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

**c6**

**C.7** In a typical month, over fiscal year **2006**, how many power outages did this establishment experience?

	<b>Incidents per month</b>
Average number of power outages	<b>c7</b>

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

**C.8** How long did the average power outage last?

	<b>Hours</b>
Average duration of power outage	<b>c8</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1**

**C.9** Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages.

	<b>Percent</b>
Loss as percent of total annual sales due to power outages	<b>c9a</b>

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

	<b>NISs</b>
Total annual losses due to power outages	<b>c9b</b>

**INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0**

**C.10** Over the course of fiscal year **2006**, did this establishment own or share a generator?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.12**  
**GO TO QUESTION C.12**

**c10**

**C.11** In fiscal year **2006**, what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	<b>Percent</b>
Percent electricity from generators	<b>c11</b>

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

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.15**  
**GO TO QUESTION C.15**

**c12**

**C.13** In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	<b>Days</b>
Wait for water connection	<b>c13</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**  
**INTERVIEWER: IF STILL IN PROCESS, WRITE -6**

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

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

**c14**

**C.15** Over fiscal year **2006**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.18**  
**GO TO QUESTION C.18**

**c15**

**C.16** In a typical month, over fiscal year **2006**, how many incidents of water shortages does this establishment experience?

	<b>Incidents per month</b>
Average number of water shortages	<b>c16</b>

**IF 0, GO TO QUESTION C.18**

**C.17** In a typical month, over fiscal year **2006**, if this establishment experienced insufficient water supply for production, how long did the average water shortage last?

	<b>Hours</b>
Average duration of water outage	<b>c17</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1**

**C.18** In fiscal year **2006**, what percent of this establishment's water supply, used in the production process, was from public sources?

	Percent
Water from public sources	<b>c18</b>

**INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0**

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

Yes	1	<b>GO TO QUESTION C.22</b> <b>GO TO QUESTION C.22</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c19**

**C.20** In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for telephone connection	<b>c20</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**  
**IF STILL IN PROCESS WRITE -6**

**C.21** In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1	<b>c21</b>
No	2	
<b>Don't know</b>	<b>-9</b>	
<b>REF</b>	<b>-8</b>	

**C.22** Now turning to the current situation. At the present time, does this establishment use any of the following in its communications with clients and suppliers?

	Yes	No	<b>Don't know</b>
a. E-mail <b>c22a</b>	1	2	<b>-9</b>
b. Its own website <b>c22b</b>	1	2	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.30</b> <b>GO TO QUESTION C.30</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c23**

**C.24** Is this establishment's Internet connection used to:

		Yes	No	Don't know	NA
a. Communicate with clients and suppliers	<b>c24a</b>	1	2	-9	-7
b. Make purchases for this establishment	<b>c24b</b>	1	2	-9	-7
c. Deliver services to this establishment's clients	<b>c24c</b>	1	2	-9	-7
d. Do research and develop ideas on new products and services	<b>c24d</b>	1	2	-9	-7

**C.30** As I list some of factors that can affect the current operations of a business and opportunities for its growth, please tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.

Is **electricity** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?

Are **telecommunications** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?

**INTERVIEWER: SHOW CARD**

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

**D. SALES AND SUPPLIES**

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

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.

**D.1** In fiscal year **2006**, what were this establishment's two main products represented by the largest proportion of annual sales?

**INTERVIEWER: SHOW CARD**

**INTERVIEWER: For "code" show list of ISIC, 4-digit code of corresponding sector to which establishment belongs.**

	Description	Code	% of total revenue
a. First	<b>d1a1x</b>	<b>d1a2</b>	<b>d1a3</b>
b. Second	<b>d1b1x</b>	<b>d1b2</b>	<b>d1b3</b>

**INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%**

**D.2** In fiscal year **2006**, what were this establishment's total annual sales?

	NISs
FY2006 total sales	<b>d2</b>

**PD.2** In fiscal year **2006**, for sales in West Bank, Gaza Strip and East Jerusalem in which three cities did you make most of your sales? Please estimate the % of total sales made in each city.

	Name of city	Estimated % of total sales
a. City 1	<b>pd2a1x</b>	<b>pd2a2</b>
b. City 2	<b>pd2b1x</b>	<b>pd2b2</b>
c. City 3	<b>pd2c1x</b>	<b>pd2c2</b>

**PD.3** In 2000, prior to the intifada, for sales in West Bank, Gaza Strip and East Jerusalem in which three cities did you make most of your sales? Please estimate the % of total sales made in each city.

**INTERVIEWER: IF ESTABLISHMENT DID NOT EXIST IN 2000 WRITE -7 FOR NOT APPLICABLE IN THE CITY COLUMN.**

	Name of city	Estimated % of total sales
a. City 1	<b>Pd3a1x</b>	<b>Pd3a2</b>
b. City 2	<b>Pd3b1x</b>	<b>Pd3b2</b>
c. City 3	<b>Pd3c1x</b>	<b>Pd3c2</b>

**D.3** In fiscal year 2006, what percent of this establishment's sales were:

**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

	Percent
a. National sales (i.e. West Bank, Gaza Strip and East Jerusalem)	<b>d3a</b> %
b. Indirect exports [sold domestically to third party that exports products]	<b>d3b</b> %
c. Direct exports to Israel	<b>d3c</b> %
d. Direct exports to the rest of the world (not Israel)	<b>d3d</b> %
	<b>100%</b>

**IF 100, GO TO QUESTION PD8.a**

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

**PD.4** In fiscal year 2006, what percent of this establishment's sales exports to Israel do you estimate were re-exported by Israeli firms to the rest of the world?

Re-exports to 3 <sup>rd</sup> countries	<b>Pd4</b> %
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**IF A MANAGER DOES NOT KNOW HOW MUCH OF HIS SALES TO ISRAEL ARE RE-EXPORTED, WRITE -9 FOR DON'T KNOW**

**PD.5** In fiscal year 2006, for direct exports (including Israel), re-exports by Israeli companies and indirect exports, what three countries were the final destinations for the largest share of exports? Please estimate the % of total sales made to each country.

**INTERVIEWER: FOR "CODE" SHOW LISTS OF ISIC-REV3, 4-DIGITS CODE OF THE CORRESPONDING SECTOR TO WHICH THE ESTABLISHMENT BELONGS.**

	Name of Country	Estimated % of total sales
a. Country 1	<b>Pd5a1x</b>	<b>Pd5a2</b>
b. Country 2	<b>Pd5b1x</b>	<b>Pd5b2</b>
c. Country 3	<b>Pd5c1x</b>	<b>Pd5c2</b>

<b>PD.6</b>	What distribution channels does your establishment use for sales whose final destination is Israel? Mark yes for all of the methods you use and 2 for those that you do not use.
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**IF ESTABLISHMENT DOES NOT EXPORT TO ISRAEL MARK OPTION (a) YES AND NO FOR ALL OTHER OPTIONS.**

	Yes=1 No=2
a. My company does not export to the Israeli market. <b>If yes go to question PD.7</b>	<b>pd6a</b>
b. Direct sales to Israeli customers	<b>pd6b</b>
c. Through my company's representative office inside Israel	<b>pd6c</b>
d. Through a Palestinian agent or distributor	<b>pd6d</b>
e. Through an Israeli agent or distributor	<b>pd6e</b>
f. Other (specify) _____ <b>pd6fx</b> _____	<b>pd6f</b>

<b>PD.7</b>	What distribution channels does your establishment use for sales whose final destination is a 3 <sup>rd</sup> country outside of Israel? Mark yes for methods you use and 2 for those that you do not use.
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**IF ESTABLISHMENT DOES NOT EXPORT TO THE REST OF THE WORLD MARK OPTION (a) YES AND NO FOR ALL OTHER OPTIONS.**

	Yes=1 No=2
a. My company does not export to 3 <sup>rd</sup> countries outside of Israel. <b>If yes go to question D4</b>	<b>PD7a</b>
b. Direct sales to customers in 3 <sup>rd</sup> countries	<b>PD7b</b>
c. Through my company's representative office located in a 3 <sup>rd</sup> country	<b>PD7c</b>
d. Through a Palestinian agent who then exports to the 3 <sup>rd</sup> country	<b>PD7d</b>
e. Through an Israeli agent or distributor who then re-exports to a 3 <sup>rd</sup> country	<b>PD7e</b>
f. Other (specify) _____ <b>PD7fx</b> _____	<b>PD7f</b>

<b>D.4</b>	In fiscal year <b>2006</b> , when this establishment <b>exported goods directly to 3<sup>rd</sup> countries</b> what was the average number of days that it took from the time this establishment's goods arrived at their <b>main point of exit to third countries</b> (e.g., Haifa, Ashdod, Ben Gurion, Rafah, Allenby Bridge) until the time these goods cleared customs?
<b>D.5</b>	
And what was the longest number of days?	

Days	
Average number of days to clear customs	<b>d4</b>

Longest number of days to clear customs	<b>d5</b>
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**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

<b>D.6</b>	In fiscal year <b>2006</b> , what percent of the consignment value of the products shipped for <b>direct export</b> (including to Israel) was lost while in transit because of <b>theft</b> ??
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	<b>as % of consignment value</b>
Direct export losses due to theft	<b>d6</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.7</b>	In fiscal year <b>2006</b> , what percent of the consignment value of the products shipped for direct export (including Israel) was lost while in transit because of breakage or spoilage?
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	<b>as % of consignment value</b>
Direct export losses due to breakage or spoilage	<b>d7</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.8</b>	In what year were products produced by this enterprise first directly exported, indirectly exported or re-exported from Israel?
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	<b>Year</b>
When began exporting directly or indirectly	<b>d8</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>PD.8a</b>	Did this enterprise previously export, but stop? If so, what year did it last export?
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Yes	1	<b>If no skip to D.10</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**Pd8a**

<b>PD.8b</b>	If this firm stopped exporting, what year did it last export?
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	<b>Year</b>
year it last exported?	<b>Pd8b</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>D.10</b>	In fiscal year <b>2006</b> , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?
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	<b>as % of consignment value</b>
Domestic shipment losses due to theft	<b>d10</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**D.11** In fiscal year **2006**, what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	<b>as % of consignment value</b>
Domestic shipment losses due to breakage or spoilage	<b>d11</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

**PD.10** In fiscal year **2006**, as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were:

	<b>% of total annual purchases of material inputs and/or supplies</b>	
a. Of domestic origin	<b>pd10a</b>	%
b. Of Israeli origin	<b>pd10b</b>	%
c. Of 3 <sup>rd</sup> country origin (i.e. not domestic nor Israeli)	<b>pd10c</b>	%
	<b>100%</b>	

**IF 0, GO TO QUESTION D.16**

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

**D.13** Of the material inputs and/or supplies purchased in fiscal year **2006**, were any of these imported directly?

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

**GO TO QUESTION D.16**

**GO TO QUESTION D.16**

**d13**

**D.14** In fiscal year **2006**, when this establishment **directly imported goods from 3<sup>rd</sup> countries**, what was the average number of days that it took from the time goods arrived at their **main point of entry from third countries** (e.g., Haifa, Ashdod, Ben Gurion, Rafah, Allenby Bridge) until the time these goods could be claimed from customs?

**D.15** And what was the longest time?

	<b>Days</b>
Average number of days to clear customs	<b>d14</b>
Longest number of days to clear customs	<b>d15</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

**D.16** Now thinking about your current experience, at the time this establishment receives delivery of its most important input, how many days of stock, measured in days of production, is available?

	<b>Days</b>
Days of inventory of most important input	<b>d16</b>

**INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND**

**D.30** a. Is the **transportation** of goods, supplies and inputs No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

b. Do you think that **customs and trade regulations** are No Obstacle, a Minor 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	Don't Know	Does Not Apply
a. Transportation <b>d30a</b>	0	1	2	3	4	-9	-7
b. Customs and trade regulations <b>d30b</b>	0	1	2	3	4	-9	-7

**E. DEGREE OF COMPETITION AND INNOVATION**

**PE.5** How important or unimportant are the following factors on production costs of existing products?

	Not at all important	Slightly important	Important	Very important	Do Not Know	Does Not Apply
a. Pressure from domestic competitors <b>pe5a</b>	1	2	3	4	-9	-7
b. Pressure from Israeli competitors <b>pe5b</b>					-9	-7
c. Pressure from non-Israeli foreign competitors <b>pe5c</b>	1	2	3	4	-9	-7

**E.6** Does this establishment at present use technology licensed from a foreign-owned company?

Yes	1
No	2
Don't know	-9

**e6**

**PE.6** Does this establishment have any of the following:

	Yes=1 No=2 Don't know=-9 In process= -6
a. Kosher	<b>pe6a</b>
b. Halal	<b>pe6b</b>
c. Palestinian Quality Mark (compliance with relevant PSI product standard)	<b>pe6c</b>
d. Teken (compliance with relevant Israeli product standard)	<b>pe6d</b>
e. Product certification from a country other than Palestine or Israel (specify <b>pe6ex</b> )	<b>pe6e</b>

<b>E.7</b>	During the last three years, did this establishment introduce onto the market any new or significantly improved products (goods or services)?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**e7**

<b>E.8</b>	During the last three fiscal years, has this establishment introduced any new or significantly improved production processes including methods of supplying services and ways of delivering products?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**e8**

<b>E.30</b>	Do you think that the <b>practices of competitors in the informal sector</b> are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  <b>INTERVIEWER: SHOW CARD</b>
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**e30**

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

**F. CAPACITY**

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

**We now turn to the topic of this establishment's capacity utilization in fiscal year 2006.**

**F.1** In fiscal year **2006**, what was this establishment's current output in comparison with the maximum output possible using its facilities at the time?

	<b>Percent utilized</b>
Level of utilization of facilities	<b>f1</b> %

**F.2** In fiscal year **2006**, how many hours per week did this establishment normally operate?

	<b>Hours per week</b>
Typical hours of operation in a week	<b>f2</b>

**G. LAND**

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

We change to questions about land issues.

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

	Percent
Owned by this establishment	<b>g1a</b> %
Leased by this establishment	<b>g1b</b> %
	<b>100</b> %

**INTERVIEWER: UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100% IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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

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

**g2**

**G.3** In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

	Days
Wait for a construction-related permit	<b>g3</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1 IF STILL IN PROCESS, WRITE -6**

**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</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**g4**

**G.30** Do you think that **access to land** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

**INTERVIEWER: SHOW CARD**

<b>g30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Access to land	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**H. COURTS**

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

The next set of questions address payment disputes that this establishment may have had with clients. The questions are designed to get an idea of how establishments like this one resolve these disputes.

**H.1** In the last two years, did this establishment have a dispute with clients over payments owed to it in which the establishment had to engage a third party such as arbiters, collecting agency or judicial system?

Yes	1	
No	2	<b>GO TO QUESTION H.7</b>
<b>Don't know</b>	<b>-9</b>	<b>GO TO QUESTION H.7</b>

**h1**

**H.2** In reference to such any of these payment disputes where a third party was engaged, was the court system used to resolve it?

Yes	1	
No	2	<b>GO TO QUESTION H.7</b>
<b>Don't know</b>	<b>-9</b>	<b>GO TO QUESTION H.7</b>

**h2**

**H.3** Was a judgment rendered in any of the disputes where the court system was used?

Yes	1	
No	2	<b>GO TO QUESTION H.7</b>
Still in process	-6	<b>GO TO QUESTION H.7</b>
<b>Don't know</b>	<b>-9</b>	<b>GO TO QUESTION H.7</b>

**h3**

**H.4** In reference to the most recent resolved dispute for which the court system was used and a court judgment was made, how many weeks did it take the courts to come to judgment on this dispute? Calculate time to reach a judgment from the day the establishment first took court action until the moment a judgment was made.

	<b>Weeks</b>
Weeks for courts to reach judgment	<b>h4</b>

**INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEARS, WRITE ANSWER HERE \_\_\_\_\_ AND TRANSLATE INTO WEEKS LATER**

**H.5** In reference to the most recent resolved dispute for which a legal proceeding was initiated and a court judgment was made, was the decision of the court enforced?

Yes	1	<b>GO TO QUESTION H.7</b> <b>GO TO QUESTION H.7</b> <b>GO TO QUESTION H.7</b>
No	2	
Still in process	-6	
<b>Don't know</b>	<b>-9</b>	

**h5**

**H.6** In reference to the most recent resolved dispute for which a legal proceeding was initiated, a court judgment was made, and judgment was enforced, how many weeks did the enforcement (execution) of the court judgment take [from the moment of the issuance of the court decision until the moment payment was resolved]?

	<b>Weeks</b>
Weeks for court enforcement to take place	<b>h6</b>

**INTERVIEWER: IF NO ENFORCEMENT BECAUSE ESTABLISHMENT LOST CASE, WRITE -7**  
**INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEAR, WRITE ANSWER HERE \_\_\_\_\_ AND TRANSLATE INTO WEEKS LATER**

**H.7** I am going to read some descriptions of how the court system handles business disputes between private parties. Disputes might include matters of payment for goods or services, liability, and property right enforcement, but not labor disputes. For each description, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

The court system is (**READ EACH DESCRIPTION**). Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?

**INTERVIEWER: SHOW CARD**

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>Don't know</b>
a. Fair, impartial and uncorrupted	<b>h7a</b>	1	2	3	4	<b>-9</b>
b. Quick	<b>h7b</b>	1	2	3	4	<b>-9</b>
c. Affordable	<b>h7c</b>	1	2	3	4	<b>-9</b>
d. Able to enforce its decisions	<b>h7d</b>	1	2	3	4	<b>-9</b>

**H.30** Do you think that the **functioning of the courts** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

<b>h30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Functioning of the courts	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**I. CRIME**

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

**We now turn to questions on crime and how crime affects the operations of this establishment.**

**I.1** In fiscal year **2006**, 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</b>	<b>-9</b>	

**i1**

**I.2** In fiscal year **2006**, what percent of its total annual sales is paid for security, or what is the total annual cost of security?

	<b>Percent</b>
Percent of total annual sales for security	<b>i2a</b> %

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

	<b>NISs</b>
Total annual cost of security	<b>i2b</b>

**I.3** In fiscal year **2006**, has this establishment experienced 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</b>	<b>-9</b>	

**i3**

**I.4** For fiscal year **2006**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

	<b>Percent</b>
Losses from theft as percent of total annual sales	<b>i4a</b> %

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

	<b>NISs</b>
Total annual value of losses from theft	<b>i4b</b>

**I.30** Do you think that **crime, theft and disorder** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

<b>i30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Crime, theft and disorder	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**J. BUSINESS-GOVERNMENT RELATIONS**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**  
 The following questions assess how establishments, such as this one, deal with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

**J.1** I am going to read some statements that describe business-government relations. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

**READ EACH DESCRIPTION.** Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?

**INTERVIEWER: SHOW CARD**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know	Refuses to Answer
a. "Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." <b>j1a</b>	1	2	3	4	-9	-8
b. "It is common for establishments in this line of business to have to pay informal payments/gifts to get things done with regard to customs, taxes, licenses, and regulations, etc." <b>j1b</b>	1	2	3	4	-9	-8

**J.2** In a typical week over the last 12 months, what percentage of total senior management's time was spent in 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 in dealing with regulations	<b>j2</b>

**INTERVIEWER: IF RESPONDENT SAID NO TIME WAS SPENT, WRITE 0**

**J.3** Over the last 12 months, was this establishment visited and or inspected by tax officials?

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

**j3**

**J.4** Over the last 12 months, 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	j4

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

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

j5

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

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8, IF DON'T KNOW WRITE -9, AND IF NO  
CONTRACTS WITH THE GOVERNMENT -7**

**PJ.6a** Over the last 12 months, how many times was this establishment either inspected by any government officials (including tax officials) or required to meet with them?

	Number
Times inspected or met with government officials	pj6a

**J.7** We've heard 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 percent 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
Percent of total annual sales paid as informal payment	j7a %

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

	NISs
Total annual informal payment	j7b

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

**J.8** Recognizing the difficulties many establishments face in fully complying with taxes and regulations, 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>j8</b> %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

**J.9** Recognizing the difficulties that many establishments face in fully complying with labor regulations, what percent of total workforce would you estimate the typical establishment in your line of business declares for tax purposes?

	Percent
Percent of total workforce reported for tax purposes	<b>j9</b> %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

**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</b>	<b>-9</b>

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

**j10**

**J.11** In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

	Days
Wait for import license	<b>j11</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**  
**IF STILL IN PROCESS, WRITE -6, IF REJECTED WRITE -5**

**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</b>	<b>-9</b>
<b>REF</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</b>	<b>-9</b>

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

**j13**

<b>J.14</b>	In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?
-------------	--

	<b>Days</b>
Wait for operating license	<b>j14</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6, IF REJECTED WRITE -5**

<b>J.15</b>	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**j15**

<b>J.30</b>	As I list some of many 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 Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.  <b>INTERVIEWER: SHOW CARD</b>  Is/Are <b>[READ EACH CATEGORY]</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
a. Tax rates <b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
b. Tax administration <b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
c. Business licensing and permits <b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
d. Macroeconomic instability <b>j30d</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
e. Political instability <b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
f. Corruption <b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**K. FINANCE**

**READ THE FOLLOWING TO 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 **2006**, what percent, as a proportion of the value of total annual purchases of material inputs or services, were:

	<b>Percent</b>
a. Paid for before the delivery?	<b>k1a</b> %
b. Paid for on delivery?	<b>k1b</b> %
c. Paid for after delivery?	<b>k1c</b> %
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

**K.2** In fiscal year **2006**, what percent of this establishment's total annual sales of its goods or services were:

	<b>Percent</b>
a. Paid for before the delivery?	<b>k2a</b> %
b. Paid for on delivery?	<b>k2b</b> %
c. Paid for after delivery?	<b>k2c</b> %
	<b>100 %</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

**K.3** Over fiscal year **2006**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

**INTERVIEWER: SHOW CARD**

	<b>Percent Sources of Working Capital</b>	
a. Internal funds/Retained earnings	<b>k3a</b>	%
b. Borrowed from private commercial banks	<b>k3b</b>	%
c. Borrowed from state-owned banks and/or government agency	<b>k3c</b>	%
d. Borrowed from family/friends	<b>k3d</b>	%
e. Borrowed from non-bank financial institutions	<b>k3e</b>	%
f. Purchases on credit from suppliers and advances from customers	<b>k3f</b>	%
g. Borrowed from informal sources (e.g., moneylenders)	<b>k3g</b>	%
h. Other (Specify <b>k3hx</b> )	<b>k3h</b>	%
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

**K.4** In fiscal year **2006**, did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

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

**k4**

**K.5** Over fiscal year **2006**, please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources?

**INTERVIEWER: SHOW CARD**

	Percent Sources of Investment	
a. Internal funds/Retained earnings	<b>k5a</b>	%
b. Issued new equity shares	<b>k5b</b>	%
c. Issued new debt (including commercial paper and debentures)	<b>k5c</b>	%
d. Borrowed from private commercial banks	<b>k5d</b>	%
e. Borrowed from state-owned banks and/or government agency	<b>k5e</b>	%
f. Borrowed from family/friends	<b>k5f</b>	%
g. Borrowed from non-bank financial institutions	<b>k5g</b>	%
h. Purchases on credit from suppliers and advances from customers	<b>k5h</b>	%
i. Borrowed from informal sources (e.g., moneylenders)	<b>k5i</b>	%
j. Other (Specify <b>k5jx</b> )	<b>k5j</b>	%
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

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

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

**k7**

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

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

**GO TO QUESTION K.16**  
**GO TO QUESTION K.16**

**k8**

**K.9** Referring to this a line of credit or loan what type of financial institution granted this loan?

**INTERVIEWER: SHOW CARD**

Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other (Specify _____ <b>k9x</b> _____)	4

**k9**

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

	<b>Year</b>
Year most recent loan/line of credit approved	<b>k10</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	<b>NISs</b>
Size of most recent loan/line of credit approved	<b>k11</b>

**INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

**K.12** Referring only to this most recent line of credit or loan, how much time, in months, was this establishment granted to pay off the loan or line of credit when it was received?

	<b>Months</b>
Months to pay off most recent loan loan/line of credit	<b>k12</b>

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

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

**GO TO QUESTION K.16**

**GO TO QUESTION K.16**

**k13**

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

**INTERVIEWER: SHOW CARD**

Collateral		Yes	No
a. Land, buildings	<b>k14a</b>	1	2
b. Machinery and equipment including movables	<b>k14b</b>	1	2
c. Accounts receivable and inventories	<b>k14c</b>	1	2
d. Personal assets of owner (house, etc.)	<b>k14d</b>	1	2
e. Collateral not included in categories above	<b>k14e</b>	1	2

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

	Percent
Value of collateral as percent of loan/line of credit value	<b>k15</b>

**K.16** Going back to the past, in fiscal year **2006**, did this establishment apply for loans or lines of credit?

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

**GO TO QUESTION K.18**

**k16**

**K.17** If in fiscal year **2006**, this establishment did not apply for line of credit or loan, what was the main reason?  
  
**INTERVIEWER: SHOW CARD**

No need for a loan - establishment has sufficient capital	1
Application procedures for loans or line of credit are complex	2
Interest rates are not favorable	3
Collateral requirements for loans or line of credit are unattainable	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other(Specify _____ <b>k17x</b> _____)	7

**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**

**k17**

**K.18** In fiscal year **2006**, how many times did this establishment apply for loans or lines of credit?

	Number
Loan applications submitted	<b>k18</b>

**IF DOES NOT KNOW OR 0, GO TO QUESTION K.21**

**K.19** How many of those loan or line of credit applications were rejected?

	Number
Loan applications rejected	<b>k19</b>

**IF DOES NOT KNOW OR 0, GO TO QUESTION K.21**

**K.20** In fiscal year **2006**, if any of this establishment's application for a lines of credit or loans were rejected, what was the most common reason given for any of those rejections?

**INTERVIEWER: SHOW CARD**

Lender cited collateral or cosigners as unacceptable	1
Lender cited profitability as insufficient	2
Lender cited problems with credit history/report	3
Lender cited incompleteness of loan application	4
Lender cited concerns about level of debt already incurred	5
Lender cited objections not listed above	6
<b>Don't know</b>	<b>-9</b>

**K20**

**K.21** In fiscal year **2006**, did this establishment have its annual financial statement checked and certified by an external auditor?

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

**k21**

**K.30** Is **access to financing**, which includes availability and cost [interest rates, fees and collateral requirements], No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

**INTERVIEWER: SHOW CARD**

**k30**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Access to financing	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**L. LABOR**

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

Now I would like to ask you a few questions about this establishment's employees. I'm going to ask you for levels of employment at different points in time.

**L.1** At the end of fiscal year **2006**, how many permanent, full-time employees did this establishment employ?

**INTERVIEWER: Permanent 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.**

	Number
Permanent, full-time employees end of <b>2006</b>	<b>11</b>

**L.2** Three fiscal years ago year, in the year **2003**, how many permanent, full-time employees did this establishment employ?

	Number
Permanent, full-time employees three complete fiscal years ago	<b>12</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

**PL.2** How many permanent, full-time employees did this establishment employ in fiscal year **2000**?

	Number
Permanent, full-time employees fiscal year 2000	<b>p12</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS IN FY2000, WRITE -7**

**L.6** How many full-time seasonal or temporary employees did this establishment employ in fiscal year **[insert last complete fiscal year]**?

**INTERVIEWER: Temporary/seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.**

	Number
Full-time seasonal/temporary workers employed last fiscal year	<b>16</b>

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

**L.8** What was the average length of employment of all full-time seasonal or temporary employees in fiscal year **[insert last complete fiscal year]**?

	Months
Average length of full-time seasonal/temporary employment	<b>18</b>

**INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1**

**L.10** Over fiscal year **2006**, did this establishment run formal training programs for its permanent, full-time employees?

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

**GO TO QUESTION L.12**  
**GO TO QUESTION L.12**

**I10**

**L.11** Referring to the training programs run over fiscal year **2006**, what percent of permanent, full-time employees of the following category of workers received formal training?

	<b>Percent</b>
Production full-time permanent employees trained	<b>I11a</b> %
Non-production full-time permanent employees trained	<b>I11b</b> %

**INTERVIEWER: IF NO EMPLOYEES IN A CATEGORY WERE TRAINED, WRITE 0**

**L.12** At present, what percent of this establishment's workforce is unionized?

	<b>Percent</b>
Workforce unionized	<b>I12</b> %

**L.13** Over fiscal year **2006**, as decisions about hiring or firing permanent workers were being considered, did labor regulations affect those decisions in a significant way?

Yes, to hire	1
Yes, to fire	2
Both	3
No	4
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION L.30**  
**GO TO QUESTION L.30**

**I13**

**L.14** In fiscal year **2006**, how many permanent workers would this establishment have hired or fired had it not been for having to comply with labor regulations?

	<b>Number</b>
Hired	<b>I14a</b>
Fired	<b>I14b</b>

**pL.15** Within the last two years, how much time did it take to fill the most recent vacancy.

	<b>Days</b>
Professional	<b>pI15a</b>
Skilled technician	<b>pI15b</b>

**INTERVIEWER: IF NO EMPLOYEES IN A CATEGORY WERE HIRED IN THE LAST TWO YEARS WRITE -7.**

<b>L.30</b>	<p>Are <b>labor regulations</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Is an <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p style="text-align: center;"><b>INTERVIEWER: SHOW CARD</b></p>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Labor regulations <b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**PM. BUSINESS SERVICES**

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

The next set of questions address needs for technical assistance and services.

**PM.1** We would like to know your establishment’s requirement for non financial business services that are not available or affordable. As I list some possible business support services used by private sector establishments, please look at this card and tell me for each service if you think there is “No Need, a Minor Need, a Moderate Need, a Major Need or a Very Strong Need” to improve these services to support your current operations. **(SHOW CARD)**

Is there No Need, a Minor Need, Obstacle, a Moderate Need, A Major Need or a Very Strong Need for **(READ EACH CATEGORY)** to support the current operations and growth of this establishment?

	No Need	Minor need	Moderate need	Major Need	Very Strong Need	Do Not Know	Does Not Apply
a. Quality control and testing <b>pm1a</b>	0	1	2	3	4	-9	-7
b. Advice for productivity improvement <b>pm1b</b>	0	1	2	3	4	-9	-7
c. Product design assistance <b>pm1c</b>	0	1	2	3	4	-9	-7
d. Packaging design assistance <b>pm1d</b>	0	1	2	3	4	-9	-7
e. Assistance in finding and using new technologies <b>pm1e</b>	0	1	2	3	4	-9	-7
f. Maintenance and repair of factory equipment <b>pm1f</b>	0	1	2	3	4	-9	-7
g. Information on foreign markets <b>pm1g</b>	0	1	2	3	4	-9	-7
h. Assistance with marketing and advertising <b>pm1h</b>	0	1	2	3	4	-9	-7
i. Assistance with IT services <b>pm1i</b>	0	1	2	3	4	-9	-7

**PM.2** During the last fiscal year did this establishment export or did it export in the past?

Yes,	1	<b>GO TO SECTION M</b> <b>GO TO SECTION M</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**pm2**

<b>PM.3</b>	If this establishment currently exports or exported in the last three years, to what extent were the following issues obstacles to export activity. Please rank them as no obstacle, minor obstacle, moderate obstacle, major obstacle or very severe obstacle. <b>(HAND RESPONDENT CARD LISTING ALL FACTORS)</b> .
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
a. Meeting export market product specifications and requirements <b>pm3a</b>	0	1	2	3	4	-9	-7
b. Meeting export market packaging specifications and requirements <b>pm3b</b>	0	1	2	3	4	-9	-7
c. Price competitiveness in export markets <b>pm3c</b>	0	1	2	3	4	-9	-7
d. Production capacity to meet order quantities and delivery dates <b>pm3d</b>	0	1	2	3	4	-9	-7
e. Lack of export financing <b>pm3e</b>	0	1	2	3	4	-9	-7
f. Information and contacts in external markets <b>pm3f</b>	0	1	2	3	4	-9	-7
g. Difficulty attaining visa and entry issues <b>pm3g</b>	0	1	2	3	4	-9	-7
h. Import regulations and non-tariff barriers in the export markets <b>pm3h</b>	0	1	2	3	4	-9	-7
i. Movement and access for raw materials <b>pm3i</b>	0	1	2	3	4	-9	-7
j. Movement and access for export goods <b>pm3j</b>	0	1	2	3	4	-9	-7

**M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS**

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

The next set of questions is designed to get a general picture of your opinion about the investment climate that affects your operations.

**M.1** You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview **[HAND RESPONDENT CARD LISTING ALL FACTORS]**. Please tell me the three that you think are currently the biggest problem, beginning with the most difficult obstacle of all.

<b>OBSTACLES</b>
<b>1-Access to finance (availability and cost)</b>
<b>2-Access to land</b>
<b>3-Business licensing and permits</b>
<b>4-Corruption</b>
<b>5-Crime, theft and disorder</b>
<b>6-Customs and trade regulations</b>
<b>7-Electricity</b>
<b>8-Functioning of the courts</b>
<b>9-Inadequately educated workforce</b>
<b>10-Labor regulations</b>
<b>11-Macroeconomic instability</b>
<b>12-Political instability</b>
<b>13-Practices of competitors in the informal sector</b>
<b>14-Tax administration</b>
<b>15-Tax rates</b>
<b>16-Transportation</b>

	<b>Rank</b>
Most serious obstacle	<b>m1a</b>
Second most serious obstacle	<b>m1b</b>
Third most serious obstacle	<b>m1c</b>

**N. PRODUCTIVITY**

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

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

**N.1** In fiscal year **2006**, what percent of this establishment's total annual sales came from the following activities:

a. Manufacturing	<b>n1a</b> %
b. Services	<b>n1b</b> %
c. Other	<b>n1c</b> %
	<b>100%</b>

**N.3** In fiscal year **2003**, three fiscal year's ago, what was total annual sales for this establishment?

	<b>NIS</b>
Total annual sales in FY 2003	<b>n3</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

**PN.3** In fiscal year **2000**, what were total annual sales for this establishment?

	<b>NIS</b>
Total annual sales in FY2000	<b>pn3</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

**N.5** In fiscal year **2006**, what was the total annual expenditure for purchases of:

	<b>NIS</b>
a. Machinery, vehicles and equipment (new and/or used)	<b>n5a</b>
b. Land and buildings	<b>n5b</b>

**N.7** In fiscal year **2006**, if this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following?

	NIS
a. Machinery vehicles, and equipment	<b>n7a</b>
b. Land and buildings	<b>n7b</b>

**PN.7** Please, estimate the average age, in years, of this establishment's production machinery and equipment that is currently in use.

	Years
Average age of machinery and equipment	<b>pn7</b>

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

**N.8** Do you agree to publish the name and address of your establishment?

Yes	1
No	2

**n8**

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

Date (mm/dd)	Hour	Minutes	AM (1) / PM (2)
<b>a15date</b>	<b>a15h</b>	<b>a15m</b>	<b>a1s</b>

**a15**

P1	Interviewer's name	P2	Code	<input type="text"/>	Date...../...../2006					
P3	Supervisor's name	P4	Number	<input type="text"/>	Date...../...../2006					
P5	Editor's name	P6	Number	<input type="text"/>	Date...../...../2006					
P7	Data entry personnel's name	P8	Number	<input type="text"/>	Date...../...../2006					

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

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

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

**A.17** 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**

**A.17.b INTERVIEWER COMMENTS:**

**a17b**

(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

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

**a19**