

**Productivity and the Investment Climate
Private Enterprise Survey**

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

CONTROL INFORMATION (to be filled prior to the interview)

Name of the establishment: _____ id_code: _____
 Address of the establishment: street: _____ number: _____ comuna: _____
 City: _____ (name of the city) Region: _____ (number)
 Name of the Interviewed: _____ Title: _____
 Email of the Interviewed: _____ (to send them later a summary of the final report)
 Code based on number of inhabitants: _____ (Enumerator, Please code as follows: 1= Capital City; 2=Other city of over 1 million people; 3=City of 250,000-1million,4=City of 50,000-250,000; 5=Town or Location with less than 50,000 population)
 Sector: _____
 (1) Food and Beverages (7) IT-services
 (2) Chemicals (8) Biotechnology
 (3) Metal products (excl. machinery and equip.) (9) Farm-fishing
 (4) Machinery and equipment
 (5) Wood and cork products (excl. furniture)
 (6) Paper products
 Supervisor: _____ Enumerator: _____
 Date of Interview: _____ Time starting: _____ Time ending: _____

What percent of your total revenues comes from each of the following activities?

a. Manufacturing	_____ %	<i>(must be >50% for manufacturing firms)</i>
b. Services	_____ %	
c. Commerce	_____ %	
d. Other (specify: _____)	_____ %	
TOTAL	100%	

GENERAL INFORMATION

Note: Questions 1 through 5 apply to your entire firm, including all its establishments (factories, stores and/or service outlets).

1. What is the current legal status of your firm? _____ *(show card with alternatives)*
- | | |
|--|-----|
| Publicly listed company, limited liability company | = 1 |
| Private equity (not listed), limited liability company | = 2 |
| Unlimited liability company | = 3 |
| Sole proprietorship (individual) | = 4 |
| Other (specify: _____) | = 5 |

2. What percentage of your firm is owned by:
- a. Private :
 - i. Domestic _____ %
 - ii. Foreign _____ %
 - b. Government _____ %
 - c. Other (specify: _____) _____ %
- TOTAL 100%

3. a. What percentage of your firm is owned by the single largest shareholder or owner? _____ %
 b. Which of the following best describes the largest shareholder or owner in your firm?
(Question allows multiple answers only if there are multiple owners with roughly equal shares, e.g. 3 owners with 33.3% each) (Show card with alternatives)

- Principal Owner(s): 1) _____ 2) _____ 3) _____ 4) _____
- i. Individual
 - ii. Family
 - iii. Domestic company
 - iv. Foreign company
 - v. Bank
 - vi. Investment fund
 - vii. Managers of the firm
 - viii. Employees of the firm
 - ix. Government or government agency
 - x. Other (specify: _____)

If the largest shareholder (or one of them) is an individual or a family (alternatives 'i' and 'ii' above):

- c. Is the principal owner (or one of the principal owners) a female? _____ Yes=1 No=2
4. a. How many establishments (separate factories, stores or service outlets) does your firm have in this country? _____ (number)
 b. Does your firm have holdings, factories, stores or service outlets in other countries? _____ Yes =1 No=2

INFORMATION ON THE ESTABLISHMENT

NOTE (read to the interviewed): For the remainder of this survey, please answer ONLY with respect to this establishment (factory, store or service outlet).

5. a. In what year did your establishment begin operating in this country? _____ (year)
 b. Did your establishment change its name since it started operating in this country? _____ Yes =1 No=2
 c. If YES, when did it change its name? _____ (year) _____ (year) _____ (year)
(question 5.c allows for multiple answers if the establishment changed more than once its name)
6. a. What are your establishment's three main products ? *(ask for description and code. For 'code', show lists of ISIC-rev3 4 digits- codes of the corresponding sector where the establishment belongs)*
 b. What percent of your establishment total sales is represented by each of these main product lines?
- | <u>a1. Description</u> | <u>a2. Codes</u> | <u>b. % of Total Sales</u> |
|------------------------|------------------|----------------------------|
| i. _____ | _____ | _____ % |
| ii. _____ | _____ | _____ % |
| iii. _____ | _____ | _____ % |
7. Thinking of your establishment's major product line or main line of services in the domestic market, how many competitors do you face? _____ (number) or DK=-666 (If Don't Know)

(enumerator: use the code '555' if the person does not know exactly how many, but knows it is more than 20)

SALES AND SUPPLIES

8. a. What percent of your establishment's sales in the last year were:
- | | | |
|--|---------|-------------------------------------|
| i. sold domestically | _____ % | |
| ii. exported directly | _____ % | → and in the previous year? _____ % |
| iii. exported indirectly (through a distributor) | _____ % | |
| TOTAL | 100% | |
- b. (If 8.a.i was 0 (zero), go to a 8.c) Approximately what percentage of your establishment's domestic sales in the last year were to:
- | | | |
|--|---------|--|
| i. the government or state owned enterprise | _____ % | |
| ii. multinationals located in your country | _____ % | |
| iii. your parent company or affiliated subsidiaries | _____ % | |
| iv. large domestic private firms (those with approximately 300 plus workers) | _____ % | |
| v. other (sales to small firms, individuals, etc.) | _____ % | |
| TOTAL | 100% | |
- c. Approximately, what percentage of your establishment sales during last year were used as intermediate products by exporter firms? _____ %
- d. (If 8.a.ii was 0 (zero), go to 10) If you export **directly**...
- i. what was the year your establishment first exported? _____ (year)
 - ii. which countries were the two biggest destination of your establishment's exports in the last year and what percent of your total exports did it account for?
- | Countries name | % of total exports |
|----------------|--------------------|
| First: _____ | _____ % |
| Second: _____ | _____ % |
9. (If 8.a.ii was 0 (zero), go to 10) If you **export directly**: what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs?
- a. _____ days on average
 - b. _____ days was the longest time in the last year
- c. What was the national custom point most used by your exports? _____ (name)
- d. What percentage of the volume of your exports did clear customs at this point? _____ %
- e. Of these exports, what percentage was inspected at this custom? _____ %
10. Over the last year, what percent of your establishment's purchases of material inputs and supplies were..:
- | | | |
|---|---------|-------------------------------------|
| a. purchased from domestic sources | _____ % | |
| b. purchased through direct imports | _____ % | → and in the previous year? _____ % |
| c. purchased through indirect imports (via a distributor) | _____ % | |
| TOTAL | 100% | |
- d. During the last year, did you receive your main inputs or supplies from your parent company or other clients to be used in manufacturing without paying for them? _____ Yes=1 No=2 (If NO, go to 11)
- e. If YES, what percent of your total annual sales were subject to this type of agreement with the client? _____ %

11. (If 10.b was 0 (zero), go to 12) If you **import directly**: what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?
- _____ days on average
 - _____ days was the longest time in the last year
 - What was the national custom point most used by your imports? _____(name)
 - What percentage of the volume of your imports did clear customs at this point? _____%
 - Of these imports, what percentage was inspected at this custom? _____%
12. At the time you receive a delivery of your most important input or supply, how many days of inventory (*days of production*) does this establishment typically have on hand?
 _____(*days of production*) (If respondent does not understand, define as “stock on hand”)
13. Based on your experience over the last two years, what has been the two main impacts on your establishment of the Trade Agreements subscribed by Chile with other countries?
 _____(*principal impact*) _____(*second principal impact*) (show card with alternatives)
- Facilitated exports
 - Access to new and better technologies
 - More competition from imported products
 - Facilitated imports of raw materials
 - Provided more stability on trade preferences and/or conditions
 - Increased FDI
 - Induced an increase in domestic investment given clearer rules
 - Increased the level of the workforce related to increase in sales
 - Bigger uncertainty related to instability of the trade partner
 - Other (*specify*: _____)
 - None

INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

14. a. Please tell us if any of the following issues are a problem for the operation and growth of your establishment. Does this issue pose a problem (even if small)...? (**read alternatives from table**)
- b. If an issue poses a problem, please judge its severity as an obstacle for your establishment, on a four-point scale where:
1=Minor obstacle, 2=Moderate obstacle, 3=Major obstacle, 4=Very Severe Obstacle
 (**show card for ‘degree of obstacle’ from 0 to 4; let the answers DK and NA to be spontaneous**)

	a. ¿Problem?		b. ¿Degree of obstacle?				DK	NA
	1=Yes	2=No	1	2	3	4		
A. Telecommunications	1	2	1	2	3	4	-666	-777
B. Electricity	1	2	1	2	3	4	-666	-777
C. Transport	1	2	1	2	3	4	-666	-777
D. Access to land	1	2	1	2	3	4	-666	-777
E. Macroeconomic Uncertainty (ej, inflation, exchange rate)	1	2	1	2	3	4	-666	-777
F. Tax rates	1	2	1	2	3	4	-666	-777
G. Tax administration	1	2	1	2	3	4	-666	-777
H. Trade Regulations	1	2	1	2	3	4	-666	-777
I. Customs Regulations	1	2	1	2	3	4	-666	-777
J. Labor Regulations	1	2	1	2	3	4	-666	-777
K. Skills and Education of Available Workers	1	2	1	2	3	4	-666	-777
L. Business Licensing and Operating Permits	1	2	1	2	3	4	-666	-777

- ii. Did not have access to financing for the required investment _____ *1= Yes 2=No*
- iii. Could not hire skilled workers for such activity _____ *1= Yes 2=No*
- iv. Workers opposed to the firm's restructuring _____ *1= Yes 2=No*
- v. Other (*specify:* _____) _____ *1= Yes 2=No*

20. During the last two years,...

- a. Did your establishment undertake activities of technological research and development, either by employees of the establishment or third parties? _____ *1= Yes 2=No (If NO, go to 21)*
- b. **If YES**, who did this technological research and development? _____ (*alternative*)
 - i. Employees of the establishment
 - ii. experts from outside the establishment
 - iii. Both
- c. What was the main objective of this technological research and development? _____ (*alternative*) .
 - i. Design of new products → Type of design? _____ *1= New design 2= Imitation*
 - ii. Improvement in productive processes, keeping constant the quality of products
 - iii. Improvement in the quality of products
 - iv. Development of new software applications
 - v. Other (*specify:* _____)
- d. Where was this technological research and development mainly done? _____ (*alternative*)
 - i. In the establishment
 - ii. At universities → Type? _____ *1= Public 2= Private 3= Foreign*
 - iii. At technological centers → Type? _____ *1= Public 2= Private 3= Foreign*
 - iv. Other (*specify:* _____)
- e. How was this technological research and development financed? (*ask for percentages of contribution*)
 - i. Internal resources of the establishment _____ %
 - ii. Bank loans _____ %
 - iii. Public financing _____ %
 - iv. Other (*specify:* _____) _____ %

TOTAL 100%

21. a. Has your establishment acquired new technology over the last two years that either substantially changed the way the main products are produced or allowed the production of new products?
 _____ *1=Yes 2=No (If NO, go to 23)*

b. **If YES**, what were the two most important ways your establishment acquired this new technology, choosing from the following list? _____ (1st most important) _____ (2nd most important) (*show card with alternatives*) (*If none of answers is the alternative 'i', go to 23*)

- i. Embodied in new machinery or equipment
- ii. By hiring key personnel
- iii. Licensing or turnkey operations from international sources
- iv. Licensing or turnkey operations from domestic sources
- v. Developed or adapted within the establishment locally
- vi. Transferred from parent company
- vii. Developed with equipment or machinery supplier
- viii. Developing new applications for software (for the IT sector)
- ix. Other (*specify:* _____)

22. a. (**Only for manufacturing establishments: and if answered 'i' in 21.b.**) If your establishment bought new machinery and equipment over the last two years, what was the most important type of machinery and equipment acquired? _____ (*alternative*) (*show card with alternatives, then go to 22.c*)

- i. Manual Tools
- ii. Electric Tools
- iv. Automated but not computer-controlled machines,
- v. Computer-controlled machines

iii. Electric machines vi. Other (specify: _____)

b. (Only for **NON-manufacturing establishments**: and if answered 'i' in 21.b.) If your establishment bought new machinery and equipment over the last two years, what was the most important type of machinery and equipment acquired? _____ (description) (write the description and then go to 22.c)

c. Please indicate the effects on workers' tasks of this introduction of new machinery and equipment:

Effect on:	1=increased	2=no change	3=decreased
i. Number of individuals tasks	1	2	3
ii. Need of knowledge and/or technical skills	1	2	3
iii. Autonomy and responsibility	1	2	3

d. Did your establishment modify its workforce due to this introduction of machinery and equipment? _____ 1=Yes 2= No (IF NO, go to 23)

e. If YES, how many people was hired, fired and relocated?:

- i. Hired? _____ (number)
- ii. Fired? _____ (number)
- iii. Relocated? _____ (number)

23. How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products? (indicate that options for answers are: not at all important, slightly important, fairly important and very important).

	Not at all important	Slightly important	Fairly important	Very important	Don't know	NA
a. Pressure from domestic competitors	1	2	3	4	-666	-777
b. Pressure from foreign competitors	1	2	3	4	-666	-777
c. Other (specify: _____)	1	2	3	4	-666	-777

INFRASTRUCTURE AND SERVICES

24. a. How many times during last year did your establishment experience the following service interruptions? (If it is 0 (zero), go to the next line)

b. How many hours did they last on average?

c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value? (*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

	a. # times	b. Avg. duration	c. Lost value (*)
i. power outages or surges from the public grid?	_____ times	_____ hrs	_____ %
ii. insufficient water supply for production?	_____ times	_____ hrs	_____ %
iii. interruptions of combustibles supply to generate electricity (gas, petroleum, etc.)	_____ times	_____ hrs	_____ %

25. a. Does your establishment own or share a generator? _____ 1= Yes 2= No (If NO, go to 26)
If YES, ...

b. What percentage of your electricity comes from your own or a shared generator? _____ %

c. What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)?

Original Cost: _____ (LCU) Year of acquisition: _____ (year)

26. What percentage of your establishment's water supply, used in the production process, do you get from public sources? _____ %

27. Based on the experience of your establishment over the **last two years**,...
- a. What was the actual delay experienced for the following services (from the day you applied to the day you received the service or approval)? (*use NA=-777 if not applied for the service*)
- b. Was a gift or informal payment asked for or expected to obtain each of the following?

	a. <u>Actual wait (days)</u>	b. <u>Gift/payment expected?</u>
i. A mainline telephone connection	_____ or NA=-777	1=Yes 2= No
ii. An electrical connection	_____ or NA=-777	1=Yes 2= No
iii. A water connection	_____ or NA=-777	1=Yes 2= No

28. Regarding the transport of all your products, but considering separately shipments in the domestic market and international shipments (direct exports) by your establishment during the last year....
- a. what percentage of the value of your shipment was lost while in transit due to breakage or spoilage?
- b. what percentage of the value of your shipment was lost while in transit due to theft?

Products	Domestic v/s international shipments	a. Losses due to breakage or spoilage (as % of consignment value)	b. Losses due to theft (as % of consignment value)
Shipment of <u>all products</u>	1. shipments in the domestic market	%	%
	2. international shipments (direct exports)	%	%

29. For the shipments of the main product:....
- a. What are the principal destinations in the domestic and in the international market? (*indicate name of city for domestic destinations, and name of country for international market*)
- b. What is the principal mode of transport or combination of transport used in the domestic and the international market? (*show card with alternatives*)
- 1) land transport 4) rail transport 7) land and rail
 2) air transport 5) land and air 8) rail and maritime
 3) maritime transport 6) land and maritime 9) rail and air

	Domestic market	International market
i. Destination?	(city)	(country)
ii. Mode or combination of transport?	(alternative)	(alternative)

- c. For the exports of this main product to the country indicated above, what is the main exit custom (port/airport or land border custom)? _____ (name)

30. a. Does your establishment use its own transport for its shipments of products? _____ 1= Yes 2= No
- b. *If YES*, what percentage of your establishment's domestic shipments of products use your own transport? _____%

31. a. Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?

- i. E-mail? _____ 1= Yes 2= No 3= Does not have
- ii. A website? _____ 1=Yes 2= No 3= Does not have

- b. What percentage of the establishment sales are sold through your website? _____%

32. a. Are you currently using the electronic invoice system? _____ 1=Yes 2= No

- b. *If YES*, what percentage of the total volume of your invoices uses electronic invoice? _____%

33. a. Is your establishment a member of a business association or chamber of commerce? _____ 1=Yes 2= No
(If NO, go to 33d)

If **YES**, please answer the following regarding the most important association (*most important for your establishment*) to which your establishment belongs...

b. Please indicate which of the following services this association provides to your establishment:

	<u>Serviced Provided?</u>	
	<u>Yes=1</u>	<u>No=2</u>
i. Lobbying government	1	2
ii. Resolution of disputes (with officials, workers or other firms)	1	2
iii. Information and/or contacts on product and input markets	1	2
iv. Accrediting standards or quality of products; reputational benefits	1	2
v. Information on government regulations	1	2
vi. Facilitate training of workers	1	2
vii. Other (specify: _____)	1	2

c. Of the above services provided, which one is the most important for your establishment? ___(alternative)

d. If your establishment does not belong to any, what is the principal reason?

FINANCE

34. a. What percent of your establishment's inputs are bought on credit (i.e. full payment is not due at the time of delivery)? _____% (If 0 (zero), go to 34b. If positive number, go to 34c)

b. Is supplier credit offered to you by your suppliers? _____ 1=Yes 2= No (If NO, go to 35)

c. On average, how many days do you have before the supplier charge interests? _____(days)

d. After this period, on average, what is the monthly interest rate that you paid for the credit? _____(%)

e. On average, what is the monthly amount of debt that you have with your suppliers? _____(LCU)

35. a. Do you offer credit to your customers (i.e., account receivables)? _____ 1=Yes 2=No (If NO, go to 36)
If YES,...

b. On average, how many days do you allow before charging interests to your clients? _____(days)

c. After this period, on average, what is the monthly interest rate that you charge for the credit? _____(%)

d. On average, what is the monthly amount of debt that your customers own you? _____(LCU)

e. What discount, if any, do you offer to customers that pay in cash? _____%

36. Please identify the contribution over the last year of each of the following sources of financing for your establishment's: **a. Working capital** (i.e. inventories, accounts receivable and cash)

b. New Investments (i.e. new land, buildings, machinery and equipment)

(show card with alternatives 'i' to 'xiv')

	<u>a. Working Capital</u>	<u>b. New Investments</u>
i. Internal funds or retained earnings	_____ %	_____ %
ii. Domestic commercial banks (loan, overdraft)	_____ %	_____ %
iii. International commercial banks	_____ %	_____ %
iv. State bank	_____ %	_____ %
v. Leasing arrangement	_____ %	_____ %
vi. Factoring	_____ %	_____ %
vii. Special development financing/ or public financing (government agencies) / or other public services	_____ %	_____ %
viii. Private investment funds	_____ %	_____ %
ix. Trade credit (supplier or customer credit)	_____ %	_____ %
x. Credit cards	_____ %	_____ %
xi. Equity, sale of stock	_____ %	_____ %
xii. Family, friends	_____ %	_____ %
xiii. Informal sources (e.g. money lender)	_____ %	_____ %
xiv. Other (specify: _____)	_____ %	_____ %

TOTAL

100%

100%

37. a. Does your establishment have a line of credit (short term credit excluding loans)?
_____ 1=Yes 2= No (If NO, go to 38)

If YES, ...

- b. What percent is currently NOT used? _____% (of total value of credit lines)
c. Over the last year, what was the average monthly interest rate of the(se) line(s) of credit?
_____% (per month)

38. a. Does your establishment currently have a loan from a financial institution? ___1=Yes 2= No (If NO, go to 39)

If YES, for the most recent loan...:

- b. What year was this loan approved? _____(year)
c. In what currency was the loan? _____ (name of currency)
d. Did the loan require collateral or a deposit? _____1=Yes 2= No (If NO, go to 38.g)
e. If YES, which of the following were used as collateral...:

- i. Land and buildings? _____1=Yes 2= No
ii. Immoveable plant, machinery _____1=Yes 2= No
iii. Moveable Machinery and equipment (incl. vehicles)? _____1=Yes 2= No
iv. Other Tangible assets (e.g. accounts receivable, inventory)? _____1=Yes 2= No
v. Personal assets of the owner/manager (e.g. house)? _____1=Yes 2= No
vi. Other (specify: _____) _____1=Yes 2= No

f. What was the approximate value of the collateral required as a percentage of the loan value? _____ %

g. Over the last year, what was the loan's approximate annual rate of interest? _____ %

h. What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)? _____ (months)

i. How often has the loan been renewed? _____
i. Every 6 months ii. Every year iii. Other (specify: _____)

j. What was the **main** use of this loan? _____
i. to buy machinery and equipment
ii. to buy other fixed assets (land, buildings, vehicles)
iii. to buy inputs, supplies, goods to resell
iv. to pay earlier loans (→ specify use of original loan: _____)
v. other (specify: _____)

k. What type of financial institution provided the loan? _____ (alternative)

- i. Commercial national bank (show card with alternatives)
ii. Commercial foreign bank
iii. Financiera
iv. Cooperative
v. Other (specify: _____)

39. (If 38.a was YES, go to 41) If you currently do not have a loan, what is the reason? _____ (alternative)

- a. Because I did not apply for a loan → (Go to 40.a)
b. Because the last application for a loan was turned down → (Go to 40.b)
c. Because the approval of the application for a loan is still pending → (Go to 41)

40. a. If the establishment did not apply for a loan, what was the principal reason?
_____ (principal reason) (show card with alternatives)

- i. Do not need loans
ii. Application procedures for bank loans are too burdensome
iii. Collateral requirements of bank loans are too strict

- iv. Interest rates are too high
- v. It is necessary to have contacts or give informal payments to get the loans (Corruption in the allocation of bank credit)
- vi. Did not think that it would be approved
- vii. Others (*specify*: _____)

40. b. **If the application was rejected**, what was the principal reason given to you when the application was turned down? _____ (*principal reason*) (*show card with alternatives*)

- i. Lack of accepted collateral (e.g. property not accepted as collateral)
- ii. Incompleteness of application
- iii. Perceived lack of profitability of project
- iv. Bad credit history
- v. Other (*specify*: _____)

41. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? _____%

42. Does your establishment have...: a. a checking and/or saving account? _____ *I=Yes 2= No*
 b. property and casualty insurance on its assets? _____ *I=Yes 2= No*

c. Do you currently use financial derivatives such as futures, options, forward, swaps or others? _____ *I= Yes 2=No (If NO, go to 43)*

d. **If YES**, against what type of risk are you covering with these derivatives? (*multiple answers*)

- i. Interest rate risk _____ *I= Yes 2= No*
- ii. Exchange rate risk _____ *I= Yes 2= No*
- iii. Variations of a product price _____ *I= Yes 2= No*
- iv. Variations of an input price _____ *I= Yes 2= No*
- v. Other (*specify*: _____) _____ *I= Yes 2= No*

e. What is the principal type of institution with whom the derivative(s) was (were) contracted? _____

- i. Bank located in Chile
- ii. Bank located overseas
- iii. Other (*specify*: _____)

43. a. Does your establishment have its annual financial statement checked and certified by an external auditor? _____ *I=Yes 2= No (If NO, go to question 44)*

b. **If YES**, does this external auditor provide other services to the establishment? _____ *I= Yes 2= No (If NO, go to 43.d)*

c. **If YES**, what are the other services provided by this auditor? (*multiple answers*)

- i. Assistance in internal audits _____ *I= Yes 2= No*
- ii. Assistance in preparations of financial statements _____ *I= Yes 2= No*
- iii. Tax advise _____ *I= Yes 2= No*
- iv. Other (*specify*: _____) _____ *I= Yes 2= No*

d. Is the external audit intended primarily for...: (*check all applicable*)

- i. Statutory obligations _____ *I=Yes 2= No*
- ii. Management needs _____ *I=Yes 2= No*
- iii. Reporting to the shareholders _____ *I=Yes 2= No*
- iv. Other (*specify*: _____) _____ *I=Yes 2= No*

e. How would you describe the value of these external audits for the management and controls of the establishment: _____ (*alternative*)

- i. Purely an obligation toward authorities
- ii. Mostly an obligation, limited value
- iii. Useful

iv. Highly valuable.

44. a. Does your establishment own or lease the majority of its land? _____ *1=own 2=lease*
b. Does your establishment own or lease the majority of your buildings? _____ *1=own 2=lease*
c. (*If answered 'lease' in 44a and 44b, go to 45*). What percentage of the value of your owned land and buildings is currently mortgaged? _____ (%)
45. a. During the last accounting year, what percentage represented your net profits (after tax) over your establishment total annual sales? _____ % *or NA=-777 (if there were no net profits. If so, go to 46)*
b. Approximately, what percentage of the establishment's net profits (after tax) were reinvested in your establishment (that is, not distributed to owners or shareholders)? _____ %
46. Whether you rent or own your machinery and equipment, at the end of 2003, if you had to purchase back the following in its current condition, how much would it have cost? _____ (LCU, estimated for end of 2003)

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

47. a. To what degree do you agree or disagree with this statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes."
Do you (*read 1-6*)? _____ or DK=-666 (*Don't know*) (*show card with alternatives*)
1. Fully disagree
2. Disagree in most cases
3. Tend to disagree
4. Tend to agree
5. Agree in most cases
6. Fully agree
- b. Has your establishment been involved in a court case in the last 3 years? _____ *1=Yes 2= No*
48. a. On average over the last year, what percent of your establishment's sales was...?
i. Pre paid (paid before delivery) _____ %
ii. Paid at delivery _____ %
iii. Sold on credit (or with deferred payment) _____ % (*if 0 (zero), go to 49*)
TOTAL: 100%
- b. On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time? _____ % (*If 0 (zero), go to 49*)
- c. Typically, what percent of these monthly sales are never repaid? _____ %
- d. In general, how many days does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers? _____ (days)
49. Over the last 2 years,...
- a. What percent of your establishment's disputes over overdue payments with private customers were resolved by court action? _____ % *or NA=-777 (if no overdue payments over the last two years) (If 0 (zero), go to 50)*
- b. On average, how many weeks did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case? _____ (weeks)
- c. Were the decisions of the court (whether in your favor or not) generally enforced? _____ *1=Yes 2=No*
50. Over the last 2 years,...
- a. How many labor disputes with dismissed workers were resolved at the Inspección del Trabajo? _____ (number) *or NA=-777 (if no worker was dismissed in the last two years). (If 0 (zero) or NA, go to 51)*

- b. **If positive number**, on average, how many weeks did the Inspección del Trabajo take to resolve these cases, that is from the moment the case was brought to the Inspección until the moment the later got an agreements among the parties involved? _____ (weeks)
- c. In how many of these cases brought to the Inspección del Trabajo did your establishment and the workers reach an agreement outside the Inspección? _____ (number)

CRIME

51. a. Did your establishment experience losses in the last year due to theft, robbery, vandalism, or arson?
 _____ 1=Yes 2= No (If NO, go to 51b. If YES, go to 51c)
- b. **If NO**, did occur crimes that affected your establishment or your employees (even if they did not imply losses for your establishment)? _____ 1= Yes 2= No (If NO, go to 54)
- c. **If YES**, please estimate the value of the total losses in LCU: _____ (LCU)
52. a. How many of the following cases of theft, robbery, vandalism, or arson occurred during last year? (read types of crimes from the table)
- b. **If there were crimes**, how many of these incidents did you report to the police?
- c. Of these reported incidents, how many were solved (the perpetrator was caught, etc.)?

	a. How many cases?	b. How many reported cases?	c. How many solved cases?
1. Theft of merchandise by employees of the establishment			
2. Theft of merchandise by people from outside the establishment			
3. Theft of goods (excluded the merchandise) belonging to the establishment de (e.g. computers, machinery, vehicles, etc.)			
4. Assault to employees when leaving the workplace			
5. Intentional fire in the establishment			
6. Fraud done by employees of the establishment			
7. Other (specify: _____)			

- d. Among the types of crimes that occurred during last year, which one did imply the biggest loss for your establishment? _____ (alternative)
- e. How much was the loss for your establishment due to this type of crime? _____ (LCU)
53. Other than the monetary loss, what were the two main effects for your establishment of all crimes occurred? _____ (main effect) _____ (2nd main effect) (show card with alternatives)
- Difficulty in hiring workers in general
 - Difficulty in hiring female workers
 - Change hours of operations, but keeping the same number of shifts
 - Reduction of the number of shifts (e.g. reduction of night shifts)
 - Increase of security personnel and/or equipment
 - Relocation of the establishment within Chile
 - Other (specify: _____)
54. Please estimate your establishment's costs (in LCU) during last year of providing:
- security related to crime (equipment, personnel, or professional security service)? _____ (LCU)
 - protection payments (e.g. to organized crime to prevent violence)? _____ (LCU)

BUSINESS-GOVERNMENT RELATIONS

55. To what extent do you agree or disagree with this statement?: "In general, government officials' interpretations of regulations affecting my establishment are predictable."

Do you? _____ or DK=-666 (*Don't know*) (*show card with alternatives*)

- | | |
|---------------------------|------------------------|
| 1. Fully disagree | 4. Tend to agree |
| 2. Disagree in most cases | 5. Agree in most cases |
| 3. Tend to disagree | 6. Fully agree |

56. a. At your current level of production, if you could change the number of regular full-time workers you currently employ without any restrictions, i.e. without seeking permission, making severance payments, required to pay mandatory benefits, etc., would you increase, decrease or keep constant your current workforce? _____

1. Remain the same → (*go to 57*)
2. Increase. → **If Increase**, how many would you hire? _____ (*number*) (*go to 56.b*)
3. Decrease. → **If Decrease**, how many would you fire? _____ (*number*) (*go to 56.b*)

b. **If the answer to 56a is 2 (=increase) or 3 (=decrease)**, which of the following are the main two reasons for not [*cite answer given in 56a*] in spite that you would like to?

_____ (*most important reason*) _____ (*2nd most important*) (*show card with alternatives*)

- i. High costs to fire workers (compensations, etc.)
- ii. High minimum wage or mandatory benefits
- iii. Lack of flexibility in work hours
- iv. Other laws and regulations regarding hiring, firing of workers
(*specify: _____*)
- v. Union agreements or pressure
- vi. Pressure from politicians or political groups
- vii. Other (*specify: _____*)

57. In a typical week over the last year, what percentage of total senior management's time (e.g. general manager, chairman, director, vice-president, and/or chief officers for operation, finance, but not supervisors) was spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing, registration, and inspections] including dealings with officials, completing forms, etc.? _____ %

58. a. The government has more than 40 administrative procedures that can be done on-line (through Internet), such as payment of labor contributions, payment of taxes, other labor procedures, electronic invoice, among others. Do you know about the possibility of doing administrative procedures on-line? _____ 1=Yes 2=No (**If NO, go to 59**)

b. **If YES**, have you done any of the following administrative procedures through Internet?

Institution	Administrative Procedure	Internet used? 1=Yes 2=No
Servicio de Impuestos Internos (Tax Authorities)	Payment of VAT (form F29)	1 2
	Income declaration	1 2
	Electronic Invoice	1 2
	Electronic Receipt	1 2
	Payment of contributions	1 2
Dirección del Trabajo (Labor Authorities)	<i>Constancias</i>	1 2
	Dismissal of workers (<i>desvinculación</i>)	1 2
	Registries of temporal contracts	1 2
	Certificate of subcontractor	1 2
Instituto de Normalización	Payment of contributions (<i>imposiciones</i>)	1 2

Previsional (INP)			
Departamento de Propiedad Industrial	Registry of trade marks and patents	1	2
Servicio de Salud Metropolitano del Ambiente (SESMA, en Santiago) o Instituto de Salud Pública (ISP, en regiones)	Sanitary Authorization	1	2
	Sanitary Report	1	2
	Calificaciones	1	2
Other (<i>specify: _____</i>)	Other (<i>specify: _____</i>)	1	2
Other (<i>specify: _____</i>)	Other (<i>specify: _____</i>)	1	2

(if none has been done, go to 58d)

- c. Among the procedures that you have done on-line, which are the two most important for your establishment? _____ (*most important*) _____ (*2nd most important*) (*then, go to 59*)
- d. If you have not done procedures on-line, what is the principal reason? _____ (*alternative*)
- I do not have access to Internet in my establishment
 - I have access to Internet, but I don't know how to use the procedures on-line
 - I have access to Internet, but I am skeptical about the benefits of using procedures on-line
 - I have access to Internet, but I don't trust Internet
 - Whenever a procedure requires a payments, I am afraid to pay through Internet
 - Other (*specify: _____*)

59. 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.

- Does this occur for establishments in your sector (not necessarily yours)? _____ 1=Yes 2=No
- If YES**, on average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? _____ %
(If respondent cannot answer in percentage, ask total value in LCU : _____ LCU)

60. a. Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your sector reports for tax purposes? _____ % *reported*
- b. Recognizing the difficulties many enterprises face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your sector? _____ % *reported*

61. a. How many **times in total last year** was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business? (*read each of the lines of the table*)
- b. What was the average duration (in hours) of each of these times?
- c. Was a gift or informal payment asked for or expected at each of these interactions?

	Inspections and required meetings with officials		c. Was a gift or informal payment ever expected/ requested?
	a. Times	b. Avg duration (hours)	
i. Tax Inspectorate (Servicio de Impuestos Internos)			1=Yes 2= No
ii. Labor and Social Security (Dirección del Trabajo)			1=Yes 2= No
iii. Fire and Building Safety			1=Yes 2= No
iv. Sanitation/Epidemiology (SESMA -in Santiago or ISP -in regions)			1=Yes 2= No
v. Municipal Police (Inspector Municipal)			1=Yes 2= No

vi. Environmental (CONAMA-COREMA)			1=Yes 2= No
vii. TOTAL, all agencies (including those not listed above)			1=Yes 2= No

62. a. When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract? _____ 1=Yes 2=No (**If NO, go to 63**)
b. **If YES**, what is the typical value of the gift or informal payment as a percentage of the contract value? _____ %

Licenses and Permits

63. What year did your establishment formally registered for the first time? _____(year)
(**If registration occurred in 2002 or after, go to question 64**)
(**If registration occurred before 2002, go to question 65**)

64. **If your establishment was registered in or after 2002, ...**

- a. Based on the experience of your establishment over the last 2 years, which of the following registrations did you need to ask to start operations? (**read each of the registries from the table**)
b. What was the actual delay experienced –that is, the time from the day you applied to the day you received the approval- to get each of the registrations?
c. Did you use Internet either to get information regarding this registration or to submit it?
d. Was a gift or informal payment ever asked when you were applying for this registration?

Registrations	a. Asked?		b. Delay? (days)	c. Internet used?		d. Informal payment ever suggested?	
	Yes=1	No=2		Yes=1	No=2	Yes=1	No=2
Constitution of the Society (Notary)	1	2		1	2	1	2
Registry of Commerce (at <i>Conservador de Bienes Raíces</i>)	1	2		1	2	1	2
Request of RUT (<i>Rol Unico Tributario</i>) at the SII (tax authority)	1	2		1	2	1	2
Environment Certification (from SESMA or ISP)	1	2		1	2	1	2
Sanitary Report (from SESMA or ISP)	1	2		1	2	1	2
Sanitary Authorization (for food sector only, from SESMA or ISP)	1	2		1	2	1	2
Municipal License (to start operations)	1	2		1	2	1	2
Insurance against work accidents (registry at <i>Mutualidades</i> or at the INP – <i>Instituto de Normalización Previsional</i>)	1	2		1	2	1	2
Central Bank Permit for capital inflows (for foreign investors)	1	2		1	2	1	2
Export license	1	2		1	2	1	2
Import license	1	2		1	2	1	2
Other (specify: _____)	1	2		1	2	1	2
Other (specify: _____)	1	2		1	2	1	2

65. **If your establishment was registered before 2002, ...**

- a. Based on the experience of your establishment over the last 2 years, which of the following licenses and/or permits did you need to ask to continue operating? (**read each of the registries**)
b. What was the actual delay experienced –that is, the time from the day you applied to the day you received the approval- to get each of the permits?
c. Did you use Internet either to get information regarding this registration or to submit it?
d. Was a gift or informal payment ever asked when you were applying for this permit?

Registrations	a. Asked? Yes=1 No=2	b. Delay? (days)	c. Internet used? Yes=1 No=2	d. Informal payment ever suggested? Yes=1 No=2
Registry of Commerce (at <i>Conservador de Bienes Raíces</i>)	1 2		1 2	1 2
Sanitary Authorization (for food sector only, from SESMA or ISP)	1 2		1 2	1 2
Municipal License (to continue operations)	1 2		1 2	1 2
Insurance against work accidents (registry at <i>Mutualidades</i> or at the INP – <i>Instituto de Normalización Previsional</i>)	1 2		1 2	1 2
Central Bank Permit for capital inflows (for foreign investors)	1 2		1 2	1 2
Export license	1 2		1 2	1 2
Import license	1 2		1 2	1 2
Other (<i>specify: _____</i>)	1 2		1 2	1 2
Other (<i>specify: _____</i>)	1 2		1 2	1 2

66. a. During the last two years, did your establishment constructed or modified any premise?
 _____ 1=Yes 2=No (If NO, go to 67)

If YES, for the most recent construction or modification, ...

b. Did you ask for this document? (read each of the documents from the table)

c. If YES, what was the actual delay experienced –that is, the time from the day you applied to the day you received the approval- to get the document?

d. Did you use Internet either to get information regarding this document or to submit it?

e. Was a gift or informal payment ever asked when you were applying for this document?

Document	b. Asked? Yes=1 No=2	c. Delay? (days)	d. Internet used? Yes=1 No=2	e. Informal payment ever suggested? Yes=1 No=2
Certificate of prior information (<i>Certificado de Informaciones Previas</i>)	1 2		1 2	1 2
Permit for minor works (<i>Permiso de Obra menor</i>)	1 2		1 2	1 2
Permit for mayor works (<i>Permiso de edificación</i>)	1 2		1 2	1 2
Authorization for use (<i>Certificado de recepción definitiva en obras de edificación</i>)	1 2		1 2	1 2
Other (<i>specify: _____</i>)	1 2		1 2	1 2

Government Support programs

67. a. Are you informed about government support programs (such as those from CORFO, FONTEC, SERCOTEC or others) to help businesses improve their productivity? _____ 1=Yes 2=No

If YES, ...

b. Do you know the following programs? (read each of the programs from the table)

For the programs that are known, ...

c. Does your establishment currently participate in one of these programs?

d. Did your establishment participate in the past?

e. If it participated in the past, when was the first year it did participate?

f. What is the total amount of benefits (in LCU) to which you had access under this program, since the first year your establishment participated up to date?

g. What is or was the value of this program to your business, in a 1-4 scale, where...?:

1= minor importance, 2= moderate importance, 3= high importance, 4= crucial importance

Programs	b. Known? Yes=1 No=2		c. Currently Participating? Yes =1 No=2		d. Participated in the past?		f. Total benefits? (LCU)	g. Importance of the program? 1=minor 2=moderate, 3=high, 4=crucial				
	Yes	No	Yes	No	Yes	No		e. If Yes, first year?	1	2	3	4
FAT (<i>Fondo de Asistencia Técnica, CORFO</i>)	1	2	1	2	1	2			1	2	3	4
PROFO (<i>Proyecto Asociativo de Fomento, CORFO</i>)	1	2	1	2	1	2			1	2	3	4
PDP (<i>Programa de Desarrollo de proveedores, CORFO</i>)	1	2	1	2	1	2			1	2	3	4
Project of technological Innovation (<i>FONTEC-CORFO</i>)	1	2	1	2	1	2			1	2	3	4
Project of technological transfer (<i>FONTEC-CORFO</i>)	1	2	1	2	1	2			1	2	3	4
Line of Financing (<i>CORFO</i>) (specify _____) (*)	1	2	1	2	1	2			1	2	3	4
Line of Debt restructuring (<i>CORFO</i>)	1	2	1	2	1	2			1	2	3	4
Other (specify: _____)	1	2	1	2	1	2			1	2	3	4
Other (specify: _____)	1	2	1	2	1	2			1	2	3	4

(*) It could be Financing for: productive inputs, leasing, for importers, for environmental investments, for regional investments, for small and medium enterprises (SMEs), for insurances for SMEs, of liabilities, or others.

LABOR RELATIONS

68. When your establishment started its operation in this country, what was the total number of full-time paid employees? _____ (number of employees) or **DK=-666 (if Does not Know)**

69. Please describe your workforce using the following definitions: (**Enumerator: read the definitions and show the card with them**)

Professionals:	Trained and certified specialists such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.
Skilled Production worker:	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
Unskilled Production worker:	Persons involved in production process whom management considers to be unskilled.

a. The following table refers only to permanent workers (including management) of your establishment. Permanent workers are defined as all paid workers that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract.

	Total	Of which:		
		Professionals	Skilled Production Workers	Unskilled Production Workers
Ave. number of workers during fiscal year 2001				
Ave. number of workers during fiscal year 2002				
Ave. number of workers during fiscal year 2003				

Of which:	% female				
	% part-time				
Wages and salaries in 2003 (excludes all benefits, in LCU)					
Social security benefit payments (AFP, INP, ISAPRES, unemployment insurance)					
Total compensation in 2003 (includes all benefits, in LCU)					

b. If you reported employing permanent part-time workers in 2003 (part a), how many hours per week did they work? _____ (hours/week)

70. The following table refers only to temporary workers of your establishment. Temporary workers are defined as all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.

	FY2003	FY2002	FY2001
Average number of temporary workers employed:			
of which:			
average number of female workers			
average number of part-time workers			
Average length of employment for each work	_____ (months)		
Total compensation (including benefits, if applicable) of all temporary workers (in LCU)			

71. For temporary workers, on average, how many hours per week do they work? _____ (hours/week)

72. a. In 2003, how many new permanent employees did your establishment hire? _____ (number)

b. In 2003, how many permanent employees from your establishment:

i. were dismissed or laid off? _____ (number)

ii. left due to sickness or died? _____ (number)

iii. left for other reasons? _____ (number)

73. a. In the last year, did you offer any of the following formal (beyond “on the job”) training to your permanent employees:

i. Internal training (provided by the establishment)? _____ I=Yes 2=No

ii. External training (provided by an agent external to the establishment)? _____ I=Yes 2=No

(If answer is ‘NO’ to both, go to 74)

Skilled Unskilled (*)

b. What percentage of your total permanent employees received formal training in the last year? _____ % _____ %

c. What was the average number of weeks of training for each employee? _____ weeks _____ weeks

(* Unskilled workers include unskilled production and non-production workers)

d. Did you use the Tax Deduction Program administered by SENCE (*Servicio Nacional de Capacitación y Empleo*) for training purposes? _____ I=Yes 2=No

e. **If YES, ...**

i. How many people were trained under this program? _____ (number)

ii. Of these, how many were new employees (with less than 2 months of employment) of your establishment? _____ (number) **(go to 74)**

f. **If NO**, what were the three principal reasons why you did not use it? (*show card with alternatives*)

_____ (*most important*) _____ (*2nd most important*) _____ (*3rd most important*)

- i. Do not know about this Tax Deduction Program
- ii. My establishment do not have access to this program
- iii. The procedures to register are too complicated
- iv. The OTEC (*Organismos Técnicos de Capacitación*) do not offer relevant training courses for my establishment
- v. The OTEC courses are strongly designed for low skilled workers.
- vi. Other (*specify*: _____)

74. What percent of your workforce is unionized? _____ %

75. How many days of production last year did you lose due to

- a. worker strikes or other labor disputes? _____ (*days*)
- b. civil unrest? _____ (*days*)
- c. employee absenteeism due to illness, death, funerals? _____ (*days*)

76. a. What percent of the workforce at your establishment have the following education levels?

- i. Some university or higher _____ %
- ii. Completed secondary (incl. vocational) _____ %
- iii. Incomplete secondary _____ %
- iv. Completed primary _____ %
- v. Did not complete primary _____ %

Total 100%

b. Of those who did not complete primary school, what percent are female? _____ %

77. What is the highest level of education of the top manager? _____ (*show card with alternatives*)

- 1. Did not complete secondary school
- 2. Secondary School
- 3. Vocational Training
- 4. Some university training
- 5. Graduate degree (BA, BSc etc.)
- 6. Post graduate degree (Ph D, Masters)

78. How many years of experience working in this sector did the top manager have before running this establishment? _____ (*years*)

- a. Of these, how many years were with a domestic firm? _____ (*years*)
- b. Of these, how many years were with a foreign firm? _____ (*years*)

SECTION II: PRODUCTIVITY

For the questions asking for monetary values, the interviewed can answer this section of the questionnaire in UF or in pesos (LCU). However, once decided a currency (to be indicated in P0), all questions must be answered in the same currency. Answers in pesos for some questions along with answers in UF for others will not be accepted.

P0. Please indicate the currency in which all the questions will be answered: _____ 1= UF 2= pesos (LCU)

P.1. Please provide the following information on your establishment's production, sales and expenses

	Value UF/pesos		
	2003	2002	2001
Total sales			
Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale			
Total cost of labor, including wages, salaries and bonuses			
Rent on land and buildings			
Of which: rent on Land			
Rent on machinery, equipment, and vehicles			
Interest charges			
All other costs, i.e.: energy, transport, overhead expenses, etc			
Inventory of Finished goods held at end of year			

Total sales is the value of all sales including manufactured goods and goods the establishment has bought for trading. For instance, if a firm produces food and also imports food to then resell them, total sales is the value of all food sold, both produced in the establishment and imported for resale.

Purchase of raw materials and intermediate goods are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production

Total cost of labor, including wages, salaries and benefits is the total wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance, etc.).

Inventories at end of year include all finished goods held in inventory on the final business day of the year.

P.2. Of the other costs you told me above, please provide the following breakdown (if LCU is not available, please estimate in terms of percent of total other costs. However, answers must all be in LCU or in %).

	2003 (Value UF/pesos)	Or as % of total other costs
Total Energy and Fuel		%
Of which: Fuel for generator		%
Transport/logistics (excluding rent on vehicles)		%
Telephones/communications		%

P. 3. Regarding the most important product for the last two years in terms of its share on your establishment's revenues,

a. please provide a description of the product: _____ (product description)

b. please provide information on this product regarding the quantity sold, the unit of measurement, and the average price, for 2003 and 2002 (answers are requested for each year separately).

Year	Physical Quantity sold (units)	Unit of measurement	Average price, in UF/pesos
2003			
2002			

P.4. How much did your establishment spend on purchases of...?

Value UF/pesos	
2003	2002
_____	_____

Machinery and equipment (new and/or used)		
Land, buildings or improvements to leasehold		
Of which: Land		
Vehicles		
Information technology		
Design, Research and Development (*)		

(* Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.)

P.5 What was the net book value of the following at the end of the year...?

	Value UF/pesos at end of year		
	2003	2002	2001
Machinery and equipment (including transport)			
Land, buildings and leasehold improvements			
Of which: Land			

P.6 a. What was the value of the following at the end of the year...?

	Value UF/pesos as of end of the fiscal year	
	2003	2002
Value of your total assets?		
Of which: value of your accounts receivable?		

P6.b. Of the value of total assets value of your establishment, what percentage is explicitly linked/indexed to a foreign currency? _____%

(Note: total assets could include foreign currency cash, account receivables, foreign currency deposits or other fixed income instruments, investments in foreign companies (equity), etc)

P.7.a Please provide the following information on the structure of your establishment's liabilities:

	Value UF/pesos as of end of the fiscal year	
	2003	2002
Total Liabilities		
Long-term liabilities (i.e. more than 1 year)		
Short-term liabilities (i.e. one year or less)		
Equity (share capital + retained earnings)		

P.7.b Regarding your total debt in 2003, but answering separately for short and long term liabilities, what percentage of your liabilities was in Chilean pesos, what percentage in UF and what percentage in foreign currency?

	% of debt in Chilean pesos	% of debt in UF	% of debt in foreign currency
Long term liabilities (i.e. more than one year)	%	%	%
Short term liabilities (i.e. one year or less)	%	%	%

(Note: Debt in UF correspond to debt not only expressed in UF, but also indexed by UF. Same applies for foreign currency)

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