

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE
SURVEY SCREENER QUESTIONNAIRE
(Telephone Interview)
(2003)**

Card number		Card
Serial number		Serial

Region		Region
Region 1	1	
Region 2	2	

Country		Country
Poland	1	
Moldova	2	
Tajikistan	3	
Uzbekistan	4	
Kyrgyzstan	5	

	City or Town		City
	Capital	1	
	Other, over 1 million	2	
	Other, 250,000-1,000,000	3	
	Other, 50,000-250,000	4	
CHECK LOCATION: "SMALL CITY OR COUNTRYSIDE" QUOTA	Under 50,000	5	

Good morning/afternoon/evening. I am calling froma market research company. Could I please speak to the person who normally represents the company for official purposes, that is who normally deals with banks or government agencies/institutions?

IF ASKED TO EXPLAIN WHY, ADD: has been commissioned by the European Bank of Reconstruction and Development and the World Bank to carry out a survey of business in our country. They want to understand better the conditions for doing business in your country.

IF PERSON IS UNAVAILABLE, ARRANGE A CONVENIENT TIME AND CALL BACK. WHEN PUT THROUGH, CONTINUE.

Good morning/afternoon/evening. I am from a market research company. We are carrying out a survey of business like yours on behalf of the European Bank of Reconstruction and Development and the World Bank. For classification purposes, could you please answer some preliminary questions? Thank you.

S.1 Do you normally represent this company when dealing with banks or government institutions?

			S1
GO TO S.1a	Yes	1	
ASK TO BE PUT THROUGH TO CORRECT PERSON AND REINTRODUCE	No	2	

S.1a In what year did your firm begin operations in this country?

Year:.....

	S1a
--	------------

INTERVIEWER: IF THE FIRM BEGAN OPERATIONS LATER THAN 2000 THANK AND TERMINATE

S.2 What is the current legal status of your firm?

		S2
Public listed company	1	
Private held , limited company	2	
Cooperative	3	
Sole proprietorship	4	
Partnership	5	
Other specify	6	

S.3 What is the company's main area of activity in terms of sales?
ONLY ONE ANSWER ALLOWED

		S3
Manufacturing	1	
Construction	2	
Other	3	

INTERVIEWER: IF RESPONDENT ANSWERED "OTHER" CODE 3 "THANK AND TERMINATE"

S.3a What percent of your sales comes from your main area of activity?

% of sales from main area of activity

	S3a
--	------------

INTERVIEWER: IF THE % OF SALES FROM THE MAIN AREA OF ACTIVITY IS LESS THAN 70% "THANK AND TERMINATE"

S.3a1 Could you please specify your firm's main area of activity in terms of sales?

.....

	S3a1
--	-------------

INTERVIEWER: CHECK QUOTA OF AREA OF ACTIVITY

S.4a How many full-time employees work for this company?

		S4a1	S4a2
THANK & TERMINATE	None		
	1		
CHECK SIZE:“SMALL FIRM” QUOTA	2-10	1	1
	11-49	2	
CHECK SIZE:“MEDIUM SIZE FIRM “QUOTA	50-99	3	2
	100-249	4	
CHECK SIZE:“LARGE SIZE FIRM “QUOTA	250-499	5	3
	500-999	6	
	1000-9999	7	
THANK & TERMINATE	10,000 or more		

S.4b What percentage of your firm is owned by: **READ OUT OPTIONS**

Private sector			
a) domestic	%		S4b1
b) foreign	%		S4b2
Government/State	%		S4b3
Other	%		S4b4

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF GOVERNMENT/STATE GREATER THAN 50% THANK AND TERMINATE

S.5 Has your firm received financing either directly or indirectly from the EBRD or the World Bank including the International Finance Corporation (IFC) since 1998? **READ OUT OPTIONS**

	Yes	No	Don't know	
Direct loan or equity investment	1	2	3	S5a
Indirectly through an EBRD, World Bank or IFC credit line facility with a local commercial bank	1	2	3	S5b
Indirectly through an EBRD, World Bank or IFC supported local investment fund	1	2	3	S5c

S.6 How many establishments (separate operating facilities) does your firm have in this country?

Number:.....

	S6
--	-----------

INTERVIEWER: IF THE RESPONDENT SAID NO ESTABLISHMENTS - WRITE 00

S.7	Does your firm have holdings or operations in other countries?
------------	--

		S7
Yes	1	
No	2	

Would it possible to arrange a time to see you and ask more detailed questions, please? The interview will take about one hour.

INTERVIEWER: RECORD THE DETAILS OF THE RESPONDENT AND ARRANGE A TIME FOR THE MAIN INTERVIEW

NAME OF RESPONDENT: _____

ADDRESS OF COMPANY: _____

COMPANY NAME: _____

TELEPHONE: _____

NAME OF INTERVIEWER: _____

BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE
SURVEY MAIN QUESTIONNAIRE
(Face-to-face interview)
(2003)

The purpose of this survey is to better understand constraints that hinder the development of businesses like yours. This study is being conducted for 5 countries by the European Bank for Reconstruction and Development and the World Bank. The initial goal is to better understand conditions for doing business in your country and how they compare to other countries. The ultimate goal of this research is to advise governments on ways to change policies and practices that impose a burden on private firms and to develop new projects and programs that strengthen support for enterprise growth. Your answers should reflect only your perception and experience of doing business in your country.

I would like to assure you, that the information obtained here would be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. Neither the European Bank for Reconstruction and Development nor the World Bank nor any Governmental organization will be informed of any individual firm's responses or participation in this survey.

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND THIS ORGANIZATION.

Q.1	What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.
------------	--

		Q1
Chief Executive/President/Vice President	1	
Owner/proprietor	2	
Partner	3	
Director	4	
General Manager	5	
Manager	6	
Finance Officer	7	

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2	What percentage of your sales comes from the following sectors in which your establishment operates?
------------	--

Mining and quarrying	%		Q2a
Construction	%		Q2b
Manufacturing	%		Q2c
Transport storage and communication	%		Q2d
Wholesale, retail, repairs	%		Q2e
Real estate, renting and business services	%		Q2f
Hotels and restaurants	%		Q2g
Other	%		Q2h

CHECK THAT THE TOTAL IS 100%

Q.3a	What percentage of your firm is owned by the largest shareholder or owner?
-------------	--

.....%

	Q3a
--	------------

Q.4	Which of the following best describes the largest shareholder or owner of your firm?
------------	--

▪ **INTERVIEWER: SHOW CARD: 1 - MULTIPLE ANSWER**

Individual	01		Q4_1
Family	02		Q4_2
Domestic company	03		Q4_3
Foreign company	04		Q4_4
Bank	05		Q4_5
Investment fund	06		Q4_6
Managers of the firm	07		Q4_7
Employees of the firm	08		Q4_8
Government or government agency	09		Q4_9
Other (SPECIFY)	10		Q4_10
Don't know	11		Q4_11

Other:.....			Q4_12
-------------	--	--	--------------

INTERVIEWER: IF THE LARGEST SHAREHOLDER IS AN INDIVIDUAL OR FAMILY MEMBER (CODES 01 OR 02) ASK Q4b ELSE GO TO Q.5

Q4b	Is the individual or family member also the manager/director?
------------	---

		Q4b
Yes	1	
No	2	

Q.5	How was your firm established?
------------	--------------------------------

▪ **INTERVIEWER: SHOW CARD: 2 - ONE ANSWER ONLY**

GO TO Q.5a	Privatisation of a state-owned firm	1	Q5_1
	Originally private, from time of start up (I.E., NO STATE-OWNED PREDECESSOR)	2	
	Private subsidiary of a formerly state-owned firm	3	
	Joint venture with foreign partner(s)	4	
	Other (SPECIFY).....	5	

Other:.....		Q5_2
-------------	--	-------------

Q.5a	What year was the privatisation completed?
-------------	--

Year of privatisation completed:.....

	Q5a
--	------------

Q.6	What is the highest level of education of the general manager?
------------	--

		Q6
Did not complete secondary school	1	
Secondary school	2	
Vocational training	3	
Some university training	4	
Completed university degree	5	
Completed higher university degree (eg. masters, doctorate)	6	
Don't know	7	

I WOULD NOW ASK SOME QUESTIONS ABOUT THE SALES OF YOUR FIRM AND ITS SUPPLIERS

Q.7a	What percentage of your firm's sales are:
-------------	---

Sold domestically	%		Q7a1
Exported directly	%		Q7a2
Exported indirectly through a distributor	%		Q7a3

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q7a THE FIRM EXPORTS DIRECTLY, ASK Q7b, ELSE GO TO Q.8

Q.7b	What was the average and the longest number of days in 2002 that it took from the time your goods arrived in their point of exit (eg, port, airport) until the time they cleared customs?
-------------	---

Days		
On average		Q7b1
The longest time in 2002		Q7b2

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.8	What percentage of your domestic sales are to:
------------	--

Government or government agencies (excluding state-owned enterprises)	%	Q8a
Multinationals located in your country (not including your parent company, if applicable)	%	Q8b
Your firm's parent company or affiliated subsidiaries	%	Q8c
Large domestic firms (those with approximately 250 plus workers) (not including your parent company, if applicable)	%	Q8d
Other (sales to small firms, individuals, etc.)	%	Q8e

CHECK THAT THE TOTAL IS 100%

Q.9	What percentage of your sales in the past 12 months goes to your three largest customers:
------------	---

▪ **INTERVIEWER: SHOW CARD: 3 - ONE ANSWER ONLY**

		Q9
Less than 20%	1	
20% or more	2	

Q.10	What percentage of your sales in the past 12 months is to customers that you have had for at least 3 years
-------------	--

▪ **INTERVIEWER: SHOW CARD: 4 - ONE ANSWER ONLY**

		Q10
Less than 20%	1	
20% or more	2	

Q.11	Over the last year, within your main product line, how many competitors do you have in the domestic market that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?
-------------	---

▪ **INTERVIEWER: SHOW CARD: 5**

Domestic private firms	...	Q11a
State-owned firms	...	Q11b
Foreign-owned firms	...	Q11c

INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW THE PRECISE NUMBER BUT KNOWS IT IS MORE THAN 20 – “WRITE CODE 55”

INTERVIEWER: IF THE RESPONDENT SAID NO COMPETITION FOR ANY OF THE ABOVE - WRITE 00

Q.12	How important is competition from imports in the market for you main product line in the domestic market?
-------------	---

▪ **INTERVIEWER: SHOW CARD: 6 - ONE ANSWER ONLY**

		Q12
Not important	1	
Slightly important	2	
Fairly important	3	
Very important	4	
Extremely important	5	
These products cannot be imported	6	
Don't know	7	

Q.13	Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line 10% above their current level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices?
-------------	---

▪ **INTERVIEWER: SHOW CARD: 7 - ONE ANSWER ONLY**

		Q13
Our customers would continue to buy from us in the same quantities as now	1	
Our customers would continue to buy from us, but at slightly lower quantities	2	
Customers would continue to buy from us, but at much lower quantities	3	
Many of our customers would buy from our competitors instead	4	

Q.14	Within your main product line what share of the national market is made up by the sales of your establishment?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 8 - ONE ANSWER ONLY**

		Q14
0-5%	1	
More than 5%	2	

Q.15	Considering your main product line in the domestic market, by what margin does your sales price exceed your operating costs (i.e., the cost material inputs plus wage costs but not overheads and depreciation)
-------------	---

.....% **Q15**

Q.16	What percent of your establishment's material inputs and supplies are:
-------------	--

Purchased from domestic sources	%	Q16a
Imported directly	%	Q16b
Imported indirectly through a distributor	%	Q16c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q16 THE FIRM IMPORTS DIRECTLY, ASK Q17, ELSE GO TO Q18

Q.17	What was the average and the longest number of days in 2002 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	...	Q17a
The longest time in 2002	...	Q17b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.18	What percent of sales in 2002 was lost due to delivery delays from your material input suppliers?
-------------	---

.....% **Q18**

INTERVIEWER: IF THE RESPONDENT SAID NO SALES LOST - WRITE 000

Q.19	Over the last year, with your main product line, how many suppliers of your main supply or input do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?
-------------	---

Domestic private firms	...	Q19a
State-owned firms	...	Q19b
Foreign-owned firms	...	Q19c

INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW THE PRECISE NUMBER BUT KNOWS IT IS MORE THAN 20 – “WRITE CODE 55”

INTERVIEWER: IF THE RESPONDENT SAID NO SUPPLIERS FOR ANY OF THE ABOVE - WRITE 00

Q.20	Over the last year, with your main product line, how many customers do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?
-------------	--

Domestic private firms	Q20a
State-owned firms	Q20b
Foreign-owned firms	Q20c

INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW THE PRECISE NUMBER BUT KNOWS IT IS MORE THAN 20 – “ADD CODE 55”

INTERVIEWER: IF THE RESPONDENT SAID NO CUSTOMERS FOR ANY OF THE ABOVE - WRITE 00

Q.21	How many days in 2002 did your establishment experience the following service interruptions, how long did they last (average duration in hours/day), and what percent of your total sales value was lost in 2002 due to:
-------------	--

	Days		Average duration (hours/day)		% of total sales value lost	
		Q21a1		Q21b1		Q21c1
Power outages or surges from the public grid?						
		Q21a2		Q21b2		Q21c2
Insufficient water supply?						
		Q21a3		Q21b3		Q21c3
Unavailable mainline telephone service?						

*(*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.)*

INTERVIEWER: IF THE RESPONDENT SAID NONE FOR ANY OF THE ABOVE - WRITE 000

Q.23 Does your establishment own or share a generator?

			Q23
Go to Q24	Yes	1	
Go to Q26	No	2	

Q.24 What percentage of electricity comes from your own or shared generator?

.....% **Q24**

Q.25 What was the generator's original cost (in thousand Local Currency Unit) to your establishment and when was it purchased?

Cost of generator..... **Q25a**
 Year purchased **Q25b**

Q.26 What share of your firm's water supply do you get from:

Municipal/public sources	%	Q26a
Your own well or shared well	%	Q26b
Purchased from private vendors	%	Q26c

CHECK THAT THE TOTAL IS 100%

Q.27 What percentage of the value of your average cargo consignment in 2002 was lost while in transit due to breakage, theft, or spoilage?

.....% of consignment value **Q27**

INTERVIEWER: IF THE RESPONDENT SAID NO LOSS OF CONSIGNMENT - WRITE 00

Q.28 Does your firm regularly use in its interactions with clients and suppliers any of the following?

	Yes	No	
Email	1	2	Q28a
Internet	1	2	Q28b

Q.29	Based on your experience of your establishment over the last two years, what was the actual wait experienced (from the day you applied to the day you received the service or approval) and was a gift or informal payment asked for or expected to obtain each of the following? If a gift or informal payment was asked for or expected please tell me the value in Local Currency Units.
-------------	---

	Actual Wait (days)			Gift/ payment expected				Value of gift or informal payment in Local Currency Units	
	Days	Not applicable		Yes	No				
A mainline telephone connection		1		Q29a1	1	2		Q29b1	Q29c1
An electrical connection		1		Q29a2	1	2		Q29b2	Q29c2
A water connection		1		Q29a3	1	2		Q29b3	Q29c3
A construction permit		1		Q29a4	1	2		Q29b4	Q29c4
An import license		1		Q29a5	1	2		Q29b5	Q29c5
Operating license		1		Q29a6	1	2		Q29b6	Q29c6

NOW I'D LIKE YOU TO THINK ABOUT THE JUDICIARY AND LAW ENFORCEMENT

Q.30	How would you generally rate the efficiency of government in delivering services (e.g. public utilities, public transportation, security, education and health etc.) Would you rate it as:
-------------	--

- **INTERVIEWER: SHOW CARD: 15a**

Very inefficient	Inefficient	Somewhat inefficient	Somewhat efficient	Efficient	Very Efficient		
1	2	3	4	5	6		Q30

Q.31	To what degree do you agree with this statement? "I am confident that the legal system will uphold my contract and property rights in business disputes".
-------------	---

- **INTERVIEWER: SHOW CARD: 15b**

Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know		
1	2	3	4	5	6	7		Q31

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PAYMENT TERMS OF YOUR FIRM

Q32a	What per cent of your firm's sales are pre-paid?
-------------	--

.....%

Q32a

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE PRE-PAID - WRITE 000

Q.32b	What per cent of your firm's sales are sold on credit?
--------------	--

.....%

Q32b

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE SOLD ON CREDIT - WRITE 000

Q.32c	What percent of your raw materials do you purchase on credit?
--------------	---

.....%

Q32c

INTERVIEWER: IF THE RESPONDENT SAID NO RAW MATERIALS ARE PURCHASED ON CREDIT - WRITE 000

Q.33c	What percent of your sales in 2002 to private customers involved overdue payments?
--------------	--

.....%

Q33c

INTERVIEWER: IF THE RESPONDENT SAID NO OVERDUE OF PAYMENTS - WRITE 000

Q.33d	What percent of your sales to government agencies or stated-owned enterprises in 2002 involved overdue payments?
--------------	--

.....%

Q33d

INTERVIEWER: IF THE RESPONDENT SAID NO OVERDUE OF PAYMENTS - WRITE 000

Q.33e	Over the last 2 years what percent of your establishment's disputes over payments were resolved by court action?
--------------	--

.....%

Q33e

INTERVIEWER: IF THE RESPONDENT SAID NO RESOLUTION BY COURT ACTION - WRITE 000

Q.33f	On average, how many weeks did those court cases take to resolve?
--------------	---

Weeks:.....

Q33f

Q.34 Please estimate your establishment's costs (as a percent of its total sales) of providing:

	Make payments				% of total annual sales		
	Yes	No					
Security (equipment, personnel, etc. excluding "protection payments")	1	2		Q34a1	%		Q34b1
Protection payments	1	2		Q34a2	%		Q34b2

Q.35 Have you had any losses as a result of theft, robbery, vandalism or arson against your establishment in 2002? If yes, what were your estimated losses as a per cent of your total 2002 sales?

Had losses				Losses as a % of total 2002 sales			
Yes	No						
1	2		Q35a	%		Q35b	

NOW I WOULD LIKE YOU TO THINK ABOUT THE GOVERNMENT POLICIES, LAWS AND REGULATIONS GOVERNING YOUR BUSINESS

Q.36 To what degree do you agree with the following statements?

▪ **INTERVIEWER: SHOW CARD: 10**

	Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	
Information on the laws & regulations affecting my firm is easy to obtain	1	2	3	4	5	6	7	Q36a
Interpretations of the laws and regulations affecting my firm are consistent & predictable	1	2	3	4	5	6	7	Q36b

Q.37 What per cent of senior management's time in 2002 was spent in dealing with public officials about the application and interpretation of laws and regulations and to get or to maintain access to public services?

.....% **Q37**

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT – WRITE 000

Q.38 How often is the following statement true? "If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments/gifts."

▪ **INTERVIEWER: SHOW CARD: 11**

Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
1	2	3	4	5	6	7	Q38

Q.39a Is your firm a member of a business association or chamber of commerce?

		Q39a
GO TO Q.39b	Yes	1
GO TO Q.40	No	2

Q.39b	What services do you receive from the association or associations to which you belong, and what is the value of these services to your firm? “Critical value to your firm” should be placed on services that significantly reduce the costs of your firm or significantly increase the sales of your firm.
--------------	--

▪ **INTERVIEWER: SHOW CARD: 12**

	No value	Minor value	Moderate value	Major value	Critical value to your firm	Not provided		
Lobbying government	0	1	2	3	4	5		Q39b1
Resolution of disputes (with officials, workers or other firms)	0	1	2	3	4	5		Q39b2
Information and/or contacts on domestic product and input markets	0	1	2	3	4	5		Q39b3
Information and/or contacts on international product and input markets	0	1	2	3	4	5		Q39b4
Accrediting standards or quality of products; reputational benefits	0	1	2	3	4	5		Q39b5
Information on government regulations	0	1	2	3	4	5		Q39b6

Q.40	Think now about national laws and regulations enacted in 2002 that had a substantial impact on your business. Did your firm seek to influence the content of laws or regulations affecting it?
-------------	--

		Q40
Yes	1	
No	2	

Q.41	How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 13**

	No impact	Minor influence	Moderate influence	Major influence	Decisive influence	Don't know	
Your firm	0	1	2	3	4	5	Q41a
Your domestic competitors	0	1	2	3	4	5	Q41b
Other domestic firms	0	1	2	3	4	5	Q41c
Foreign firms	0	1	2	3	4	5	Q41d
A business association to which you belong	0	1	2	3	4	5	Q41e
Other business associations	0	1	2	3	4	5	Q41f
Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	5	Q41g
Labour unions	0	1	2	3	4	5	Q41h
Organised crime	0	1	2	3	4	5	Q41i
Regional or local government	0	1	2	3	4	5	Q41j
Military	0	1	2	3	4	5	Q41k
Individuals or firms with close personal ties to political leaders	0	1	2	3	4	5	Q41l
International development agencies or foreign governments	0	1	2	3	4	5	Q41m

WE NOW WANT TO ASK YOUR OPINION ON “UNOFFICIAL PAYMENTS” TO OFFICIALS IN THIS COUNTRY. CAN I PLEASE REASSURE YOU THAT:

We are interested in your opinions in a personal capacity

We do not imply in any way that your company makes unofficial payments/gifts

We recognise that your company neither approves of nor condones the use of unofficial payments/gifts

The responses that you give will be aggregated and presented in purely statistical terms; any comments you give me cannot be attributed to either you or your company

Q.42	Thinking about officials, would you say the following statements are always, usually, frequently, sometimes, seldom or never true?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 14**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know		
“It is common for firms in my line of business to have to pay some irregular “additional payments/gifts” to get things done ” with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	7		Q42a
“Firms in my line of business usually know in advance about how much this ‘additional payment/gifts’ is	1	2	3	4	5	6	7		Q42b

Q.43	On average, what percent of total annual sales do firm’s like yours typically pay in unofficial payments/gifts to public officials?
-------------	---

.....% **Q43**

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS ARE MADE – WRITE 000

Q.44	On average, how many days in 2002 were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business? What was the cost/value of fines or seized goods? Was a gift or informal payment expected/requested and if yes what was the value in Local Currency Units?
-------------	---

	Total days spent in inspections, required meetings with officials	% total number of days by local authorities	Total cost/value of fines or seized goods Local Currency Units	Was gift or informal payment ever expected/ requested in Local Currency Units				Value of gift or informal payment in Local Currency Units
				Yes	No			
Tax inspectorate	Q44a1	Q44b1	Q44c1	1	2		Q44d1	Q44e1
Labor & social security	Q44a2	Q44b2	Q44c2	1	2		Q44d2	Q44e2
Fire & building safety	Q44a3	Q44b3	Q44c3	1	2		Q44d3	Q44e3
Sanitation/ Epidemiology	Q44a4	Q44b4	Q44c4	1	2		Q44d4	Q44e4
Municipal police	Q44a5	Q44b5	Q44c5	1	2		Q44d5	Q44e5
Environmental	Q44a6	Q44b6	Q44c6	1	2		Q44d6	Q44e6
Total, all agencies	Q44a7	Q44b7	Q44c7	1	2		Q44d7	Q44e7

INTERVIEWER: IF THE RESPONDENT SAID NONE FOR ANY OF THE ABOVE - WRITE 000

Q.45	When firms in your industry do business with the government, how much of the contract value would be typically paid in additional or unofficial payments/gifts to secure the contract?
-------------	--

.....% **Q45**

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID – WRITE 000

Q.46	Recognizing the difficulties that many firms face in fully complying with taxes and regulations, what per cent of total annual sales would you estimate the typical firm in your area of business reports for tax purposes?
-------------	---

.....% **Q46**

Q.47	It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business.
-------------	--

▪ **INTERVIEWER: SHOW CARD: 15**

	No impact	Minor impact	Moderate impact	Major impact	Decisive Impact	Don't know		
Private payments/gifts or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	5		Q47a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	5		Q47b
Private payments/gifts or other benefits to judges to affect the decisions of criminal court cases	0	1	2	3	4	5		Q47c
Private payments/gifts or other benefits to judges to affect the decisions in commercial cases	0	1	2	3	4	5		Q47d
Private payments/gifts or other benefits to central bank officials to affect central bank policies and decision	0	1	2	3	4	5		Q47e
Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	5		Q47f

I WOULD NOW LIKE TO ASK SOME QUESTIONS ABOUT THE FINANCING OF YOUR FIRM

Q.48	What proportion of your firm's working capital and new fixed investment has been financed from each of the following sources, over the past 12 months?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 16**

	Working capital (i.e. inventories, accounts receivable, cash)			New investments (i.e. new land, buildings, machinery, equipment)		
Internal funds/Retained earnings	Q48a1	%		Q48b1	%	
Equity (i.e. issue new shares)	Q48a2	%		Q48b2	%	
Borrowing from local private commercial banks	Q48a3	%		Q48b3	%	
Borrowing from state-owned banks, including state development banks	Q48a4	%		Q48b4	%	
Borrowing from foreign banks	Q48a5	%		Q48b5	%	
Loans from family/friends	Q48a6	%		Q48b6	%	
Money lenders or other informal sources (other than family/friends)	Q48a7	%		Q48b7	%	
Trade credit from suppliers	Q48a8	%		Q48b8	%	
Trade credit from customers	Q48a9	%		Q48b9	%	
Credit cards	Q48a10	%		Q48b10	%	
Leasing arrangement	Q48a11	%		Q48b11	%	
The government (other than state-owned banks)	Q48a12	%		Q48b12	%	
Other (SPECIFY SOURCES):.....	Q48a13	%		Q48b13	%	
CHECK THAT TOTALS ARE 100%			100%			
Other	Q48a14			Q48b14		

Q.49a	In which year was your most recent Bank loan or overdraft/line-of-credit
--------------	--

Year:..... **Q49a**

Q.49b	Was it a loan or an overdraft/line-of-credit
--------------	--

		Q49b
Bank Loan	1	
Overdraft/line-of-credit	2	

Q.49c	Did the bank loan or overdraft you obtained, required collateral?
--------------	---

		Q49c
GO TO Q.49d	Yes	1
GO TO Q.49f	No	2
GO TO Q.50	No loan	3

Q.49d	What kind of collateral (e.g. land, buildings, machinery, your home) was required? MULTIPLE ANSWER ALLOWED
--------------	--

Land	1		Q49d1
Buildings	2		Q49d2
Machinery	3		Q49d3
Your home	4		Q49d4
Other (Specify).....	5		Q49d5

Other:			Q49d6
--------	--	--	--------------

Q.49e	What was the approximate value of the collateral required as a percent of the loan value?
--------------	---

.....% **Q49e**

Q.49f	What is the loan's annual cost (i.e. rate of interest)?
--------------	---

.....% **Q49f**

Q.49g	What is the duration of the loan in months?
--------------	---

Months:..... **Q49g**

Q.49h	How many days did it take to agree the loan with the bank from the date of application?
--------------	---

Days:..... **Q49h**

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN 1 DAY - WRITE 000

Q.50	Now I would like to ask you a hypothetical question. Suppose that your firm has to obtain a loan from a commercial bank. How easy would it be for your firm to obtain a short-term working capital loan on commercial terms. And how easy would it be for your firm to obtain a longer term banking loan for new investment
-------------	---

▪ **INTERVIEWER: SHOW CARD: 17 - ONE ANSWER ONLY**

	Impossible	Very difficult	Fairly difficult	Fairly easy	Very easy	Don't know	
Short-term working capital loan on commercial terms	1	2	3	4	5	6	Q50a
Long-term bank loan for new investment on commercial terms	1	2	3	4	5	6	Q50b

Q.51	In what year did you establish relations with your main bank (the single bank which your firms has the closest relationship)
-------------	--

Year:..... **Q51**

Q.52	Does your firm use international accounting standards (IAS)?
-------------	--

		Q52
Yes	1	
No	2	
Don't know	3	

Q.53	Does your establishment have its annual financial statement reviewed by an external auditor?
-------------	--

		Q53
Yes	1	
No	2	
Don't know	3	

Q.54	How long does it take to clear (in days) the following payments through your financial institution and what is the charge you pay as a per cent of the transaction?
-------------	---

- **INTERVIEWER: IF THE RESPONDENT PAYS A LUMP/FIXED FEE, CIRCLE THE CODE IN THE LAST COLUMN ("PAY A LUMP/FIXED SUM")**

	Days		Charge (% of transaction)		Pay a lump/fixed sum	
Cheque	Q54a1		Q54b1	%	Q54c1	1
Domestic currency wire	Q54a2		Q54b2	%	Q54c2	1
Foreign currency wire	Q54a3		Q54b3	%	Q54c3	1

INTERVIEWER: IF THE RESPONDENT SAID NONE FOR ANY OF THE ABOVE - WRITE 000

Q.55	Since 1999, has your firm received any subsidies from the national government, regional/local governments or any other sources?
-------------	---

	Yes	No	Don't know	
National government	1	2	3	Q55a
Regional or local government	1	2	3	Q55b
Other (SPECIFY)	1	2	3	Q55c

I WOULD NOW LIKE TO ASK YOU QUESTIONS ABOUT THE OVERALL BUSINESS ENVIRONMENT IN YOUR COUNTRY AND HOW IT AFFECTS YOUR FIRM

Q.56	Can you tell me how problematic are these different factors for the operation and growth of your business.
-------------	--

▪ **INTERVIEWER: SHOW CARD: 18**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Don't Know	
Access to financing (e.g., collateral required) or financing not available from banks	1	2	3	4	5	Q56a
Cost of financing (e.g., interest rates and charges)	1	2	3	4	5	Q56b
Telecommunications	1	2	3	4	5	Q56c
Electricity	1	2	3	4	5	Q56d
Transportation	1	2	3	4	5	Q56e
Access to land	1	2	3	4	5	Q56f
Tax rates	1	2	3	4	5	Q56g
Tax administration	1	2	3	4	5	Q56h
Customs and trade regulations	1	2	3	4	5	Q56i
Business licensing and operating permits	1	2	3	4	5	Q56j
Labour regulations	1	2	3	4	5	Q56k
Skills and education of available workers	1	2	3	4	5	Q56l
Economic and regulatory policy uncertainty	1	2	3	4	5	Q56m
Macroeconomic instability (inflation, exchange rate)	1	2	3	4	5	Q56n
Functioning of the judiciary	1	2	3	4	5	Q56o
Corruption	1	2	3	4	5	Q56p
Street crime/theft/disorder	1	2	3	4	5	Q56q
Organized crime/Mafia	1	2	3	4	5	Q56r
Anti-competitive and informal practices of other producers	1	2	3	4	5	Q56s

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PERFORMANCE OF YOUR FIRM AND ITS INVESTMENT ACTIVITIES

Q.57	What percentage of your sales were exports in 1998
-------------	--

.....%

Q57

Q.58	For classification purposes please could you tell me:
-------------	---

	Thousands Local Currency Units	
The estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) in 2002:	...	Q58

Q.59	Approximately what share of net profits were re-invested in your establishment last year? (That is not distributed to owner or shareholders)
-------------	--

.....%

Q59

INTERVIEWER: IF NO SHARE OF NET PROFITS RE-INVESTED WRITE 000

Q.60	What percentage of your total borrowing (loans, accounts payable) is currently denominated in foreign currency?
-------------	---

.....%

Q60

INTERVIEWER: IF THE RESPONDENT SAID THAT NOTHING IS DENOMINATED IN FOREIGN CURRENCY – WRITE 000

Q.61	Has your company undertaken any of the following initiatives since 1999? INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 21**

♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don’t know: 6**

	Undertaken				How important							
	Yes	No										
Developed successfully a major new product line	1	2	Q61a1		1	2	3	4	5	6	Q61b1	
Upgraded an existing product line	1	2	Q61a2		1	2	3	4	5	6	Q61b2	
Introduced new technology that has substantially changed the way that the main product is produced	1	2	Q61a3		1	2	3	4	5	6	Q61b3	
Discontinued at least one product (not production) line	1	2	Q61a4		1	2	3	4	5	6	Q61b4	
Opened of new plant	1	2	Q61a5		1	2	3	4	5	6	Q61b5	
Closed at least one existing plant or outlet	1	2	Q61a6		1	2	3	4	5	6	Q61b6	
Agreed a new joint venture with foreign partner	1	2	Q61a7		1	2	3	4	5	6	Q61b7	
Obtained a new licensing agreement	1	2	Q61a8		1	2	3	4	5	6	Q61b8	
Outsourced a major production activity that was previously conducted in-house	1	2	Q61a9		1	2	3	4	5	6	Q61b9	
Brought in-house of a major production activity that was previously outsourced	1	2	Q61a10		1	2	3	4	5	6	Q61b10	
Obtained a new quality accreditation (ISO 9000)	1	2	Q61a11		1	2	3	4	5	6	Q61b11	

Q.62	Thinking of your main product line and comparing your production process with that of your closest competitor, which of the following best summarises your position:
-------------	--

▪ **INTERVIEWER: SHOW CARD: 22 - ONE ANSWER ONLY**

		Q62
My firm’s technology is less advanced than that of its main competitor	1	
My firm’s technology is about the same as that of its main competitor	2	
My firm’s technology is more advanced than that of its main competitor	3	
Don’t know	4	

Q.63	How would you rate the importance of each of the following factors on key decisions about your business with respect to “Developing new products or services and markets”:
-------------	--

▪ **INTERVIEWER: SHOW CARD: 23**

	Not at all important	Slightly important	Fairly important	Very important	Don't know	
Pressure from domestic competitors	1	2	3	4	5	Q63a
Pressure from foreign competitors	1	2	3	4	5	Q63b
Pressure from customers	1	2	3	4	5	Q63c
Pressure from creditors	1	2	3	4	5	Q63d
Pressure from shareholders	1	2	3	4	5	Q63e
Pressure from government or government agencies	1	2	3	4	5	Q63f

Q.64	How would you rate the importance of each of the following factors on key decisions about your business with respect to “Reducing the production costs of existing products or services”:
-------------	---

▪ **INTERVIEWER: SHOW CARD: 24**

	Not at all important	Slightly important	Fairly important	Very important	Don't know	
Pressure from domestic competitors	1	2	3	4	5	Q64a
Pressure from foreign competitors	1	2	3	4	5	Q64b
Pressure from customers	1	2	3	4	5	Q64c
Pressure from creditors	1	2	3	4	5	Q64d
Pressure from shareholders	1	2	3	4	5	Q64e
Pressure from government or government agencies	1	2	3	4	5	Q64f

INTERVIEWER: FOR Q65, COMPARE WITH 1999, IF THE COMPANY BEGAN OPERATIONS ON OR EARLIER THAN 1999. IF THE COMPANY BEGAN OPERATIONS IN 2000, ASK FOR 2000.

Q.65	In your judgement, what is your current output in comparison with the maximum output possible using the firm's facilities at the time? If you are using your facilities to the full, answer 100%; if output was 60% of capacity, answer 60%. What was the capacity utilization in 1999/2000
-------------	---

	Current capacity of utilization		Capacity utilization in 1999/2000	
Level of utilization of facilities	...	Q65a	...	Q65b

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE EMPLOYEES OF YOUR FIRM

Q.66	Could you please provide me with the following information referring only to permanent workers of your plant.
-------------	---

	Total	Management	Professionals	Skilled production workers	Unskilled production workers	Non production workers
Ave. number of workers during year 2000	Q66a1					
Ave. number of workers during year 2001	Q66a2	Q66b2	Q66c2	Q66d2	Q66e2	Q66f2
Ave. number of workers during year 2002	Q66a3	Q66b3	Q66c3	Q66d3	Q66e3	Q66f3
Of which; % female	Q66a4	Q66b4	Q66c4	Q66d4	Q66e4	Q66f4
Average wages and all benefits, including food, transport, social security (i.e. persons, medical insurance, unemployment insurance) per person in each category (Actual Local Currency Units per month) in 2002		Q66b5	Q66c5	Q66d5	Q66e5	Q66f5
Total wages and all benefits, including food, transport, social security (i.e. persons, medical insurance, unemployment insurance) (Thousands Local Currency Units) in 2002	Q66a6					

Q.67	Could you please provide me with the following information referring only to temporary workers of your plant.
-------------	---

	2002	2001
Ave. number of temporary workers employees	Q67_02_a	Q67_01_a
Of which average number of female workers	Q67_02_b	Q67_01_b
Average length of employment for each worker in months per year	Q67_02_c	Q67_01_c
Total compensation of all temporary workers (wages & benefits) (Thousands Local Currency Units)	Q67_02_d	Q67_01_d

Q.68	How many full time employees did your firm have in 1998?
-------------	--

Number:..... **Q68**

Q.69	What percent of your permanent, full-time employees are expatriates?
-------------	--

.....% **Q69**

INTERVIEWER: IF THE RESPONDENT SAID NO EXPATRIATES – WRITE 000

Q.70	What percent of the workforce at your firm have the following education levels:
-------------	---

Did not complete primary school	%	Q70a
Primary schooling	%	Q70b
Some secondary school	%	Q70c
Secondary school diploma	%	Q70d
Some university	%	Q70e
University degree or higher	%	Q70f

CHECK THAT THE TOTAL IS 100%

Q.71	Within the last two years, how much time did it take to fill your most recent vacancy through external recruitment for a:
-------------	---

	Weeks	
Skilled technician		Q71a
Production/service worker		Q71b

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN A WEEK - WRITE 000

Q.72	Do you offer formal training to your employees? If yes, what percent of employees in each category received training in 2002?						
-------------	---	--	--	--	--	--	--

	Yes	No	Don't know		If YES, % Trained	
Managers	1	2	3		Q72a1	Q72b1
Professional?	1	2	3		Q72a2	Q72b2
Skilled workers	1	2	3		Q72a3	Q72b3
Unskilled workers	1	2	3		Q72a4	Q72b4
Support workers	1	2	3		Q72a5	Q72b5

INTERVIEWER: IF NO % OF EMPLOYEES IN A CATEGORY WAS TRAINED IN 2002 – WRITE 000, WHERE APPLICABLE

Q.73	How many days did you lose in 2002 due to:
-------------	--

	Days
Strikes or other labour disputes?	Q73a
Civil unrest	Q73b

INTERVIEWER; IF NO DAYS LOST – WRITE 000, WHERE APPLICABLE

Q.74	Now, I would like to ask you a hypothetical question. 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 etc.), what would be your optimal level of employment as a percent of your existing workforce? (e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)
-------------	--

.....% **Q74**

INTERVIEWER THANK RESPONDENT:

Thank you very much for having taken the time to complete this questionnaire. The information on your perceptions is a very important input for the evaluation of conditions in the business environment and private sector relations with government, as well as for the formulation of policy advice.

INTERVIEWER: READ TO THE RESPONDENT:

WE MAY REPEAT THIS SURVEY IN ABOUT 2-3 YEARS TIME IN ORDER TO SEE HOW THE BUSINESS ENVIRONMENT HAS CHANGED. TO THIS END, WE WOULD LIKE TO ESTABLISH A PANEL OF COMPANIES AND WOULD ASK FOR YOUR PERMISSION TO INCLUDE YOUR COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER IN A COFIDENTIAL DATABASE. THIS INFORMATION MAY BE USED BY OUR COMPANY OR A DIFFERENT RESEARCH AGENCY IN ORDER TO INTERVIEW YOU AGAIN IN 2-3 YEARS TIME. DO WE HAVE YOUR PERMISSION TO INCLUDE THE ABOVE-MENTIONED COMPANY DETAILS IN OUR DATABASE?

		Permissn
Permission granted	1	
Permission refused	2	

INTERVIEWERS COMMENTS

(Problems occurred/extraordinary circumstances which could influence results)

I certify that this interview has been personally carried out by me with the respondent. I further certify that all the information included herein is truthful and correct.

I understand that any discrepancies during back-checking of this questionnaire will result in the cancellation of this interview.

INTERVIEWER'S SIGNATURE:

DATE:

SECTION II: SHORT PRODUCTIVITY QUESTIONNAIRE

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

	Value in Thousands of Local Currency Units			
	2002		2001	
Total Sales		P1_02_a		P1_01_a
Total Market Value of Production.....		P1_02_b		P1_01_b
Direct raw material costs (Raw materials used in production)		P1_02_c		P1_01_c
Total cost of labour, including wages, salaries and benefits		P1_02_d		P1_01_d
All other costs, i.e.: overhead expenses, selling and general administration expenses, design dept., etc or depreciation		P1_02_e		P1_01_e

Total sales is the value of all sales including manufactured goods and goods they may have bought for trading. If a firm makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported.

Total Market Value of production is the amount of production multiplied by the market price of the good. In the example above this is the number of blue jeans produced times the market price of the jeans even if they are not sold but go into inventory. Even if they did not sell all of the production we need to know the value of production as this is what is used in the production function.

Direct raw materials cost is the cost of the raw materials used in the total production. Some of this could have come out of inventory or some of it may have been bought in the year. We need to know how much raw material was used in the years production.

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

P.2 Of the other costs you told me above, if possible, please provide me with the following breakdown

	Value in Thousands of Local Currency Units			
	2002		2001	
Fuel		P2_02_a		P2_01_a
Electricity		P2_02_b		P2_01_b
Water		P2_02_c		P2_01_c
Telephones/communications		P2_02_d		P2_01_d
Transport/logistics		P2_02_e		P2_01_e
Rent		P2_02_f		P2_01_f
Maintenance and repair		P2_02_g		P2_01_g
Interest charges		P2_02_h		P2_01_h
Advertising		P2_02_i		P2_01_i
Other		P2_02_j		P2_01_j

INTERVIEWER: IF THE RESPONDENT SAID NO COST FOR ANY OF THE ABOVE - WRITE 000

P.3	What was your establishment's sales revenue in 1998 and 2000 in Thousands of Local Currency Units:
------------	--

	Value in Thousands of Local Currency Units	
1998		P3_98
2000		P3_00

P.4	How much did your company spend on additional machinery, equipment, land and buildings:
------------	---

	Value in Thousands of Local Currency Units 2001			
	2002		2001	
Machinery and equipment		P4_02_a		P4_01_a
Land, buildings or improvements to leasehold		P4_02_b		P4_01_b

INTERVIEWER: IF THE RESPONDENT SAID NOTHING SPENT FOR ANY OF THE ABOVE - WRITE 000

P.4a	How much did your establishment spend (in Thousands of Local Currency Units) on design or R&D in 2002? [<i>Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.</i>]
-------------	--

Thousands Local Currency Units.....

P4a

INTERVIEWER: IF THE RESPONDENT SAID NOTHING SPENT FOR ANY OF THE ABOVE - WRITE 000

P.5	What is the net book value of:
------------	--------------------------------

	Value in Thousands of Local Currency Units			
	2002		2001	
Machinery and equipment (including transport)		P5_02_a		P5_01_a
Land, buildings and leasehold improvements		P5_02_b		P5_01_b

INTERVIEWER: IF THE RESPONDENT SAID NO VALUE FOR ANY OF THE ABOVE - WRITE 000

P5a	What is your average cost (in Local Currency Units) of a kilowatt-hour (KwH) of electricity from the public grid?
------------	---

Cost of Kilowatt-hour (Local Currency Units).....

P5a

P.6	If you have a generator what percentage of fuel costs are used to run the generator?
------------	--

	% of fuel costs to run generator	
2002		P6_02
2001		P6_01

INTERVIEWER: IF THE RESPONDENT SAID NO GENERATOR - WRITE 000

P.7	What are your total assets?
------------	-----------------------------

	Value in Thousands of Local Currency Units	
2002		P7_02
2001		P7_01