



Investment Climate in Nicaragua: Firm Survey

Part I of the Survey: Interview with the General Manager.

About the survey:

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. Similar surveys are being carried out in other developing countries, such as Bangladesh, Brazil, Philippines and Pakistan. The World Bank experience in a wide range of countries indicates that the information generated by this survey can be used 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. For this reason, we thank you in advance for your collaboration.

Part of the survey (part II) could be answered by your personnel based on the accounting registries. However, the first part of the survey should be answered by the owner or Principal Manager of this establishment, based only in your experience in doing business in Nicaragua. Both the World Bank and CID/GALLUP guarantee that the information obtained here will be treated strictly confidentially. Neither your name or firm's name will ever be used when preparing the Reports based on this survey, but they will only use aggregated information for a large sample of firms. At the end of this project, we will provide you with a Report with the principal results obtained, for you to better know the factors affecting your sector compared with other sectors in the economy, and also effecting your country as a whole compared with other countries where we have implemented this project.

We appreciate your support to this project, the opportunity given to us to interview you, and once again I would like to provide you with the explanatory letter that was sent previously.

Here you have my card

SECTION I. GENERAL INFORMATION

1.1 In what year did your firm begin operations in this country? _____(year)

1.2 **Card 1** What is the current legal status of your firm? (see alternatives)_____

- | | |
|--|--|
| Corporation (<i>Sociedad Anónima</i> , SA)...1 | Sole proprietorship6 |
| Limited Responsibility Society2 | Cooperative.....7 |
| <i>Sociedad Civil Comercial</i>3 | Corporation (SA) with variable capital...8 |
| Mixed Society.....4 | Others (Specify).....9 |
| ' <i>Comandita</i> ' (simple or with stocks).....5 | |

1.3 What percentage of your firm is owned by...? (total must sum 100)

- a. Domestic Private Sector.....%
- b. Foreign Private Sector.....%
- c. Government/State.....%
- d. Other (Specify).....%

Total: 100 %

1.4 **If currently no state ownership, (that is, if answered "0" in I.3 c):**

- a. Was your firm previously owned by the government (the state)? Yes...1 No.....2 → **Go to I. 4.1**
- b **If YES**, when was it privatized?_____ (year) NA....-7

1.4.1.a. Was your firm confiscated in the past? Yes.....1 No.....2 → **Go to I. 5**

- b. **If YES**, when was it confiscated?_____ (year) NA....-7
- c. When was it returned?_____ (year) (use -5 if it has not been returned yet)

1.5.a. What percentage of your firm is owned by the largest shareholder or owner?_____ %

b. **Card 2** Which of the following best describes the largest shareholder or owner in your firm ...?

(see alternatives)

(indicate those that apply)

- | | |
|--------------------------|---|
| Individual.....01 | Investment Fund.....06 |
| Family.....02 | Managers of the firm07 |
| Domestic Company03 | Employees of the firm08 |
| Foreign Company.....04 | Government or government agency09 |
| Bank.....05 | Others (Specify: _____).....10 |

1.6.a. **If the largest shareholder is an individual (or family member):**

Is this principal owner also the manager/director? Yes.....1 No.....2 N.A....-7

b. Is the principal owner male or female?.....Male....1 Female...2 (Both)....3 N.A....-7

1.7. a. How many establishments (separate operating facilities) does your firm have in this country, including this one? _____(No. of establishments)

b. Does your firm have holdings or operations in other countries? Yes.....1 No.....2

If the firms has more than one plan, please READ: For the remainder of this survey, please answer ONLY with respect to this establishment (factory, store or service outlet).

- 1.8. **Card 3** ¿ what percent of total sales of this plants are from... **total must sum 100**
- a. Sales of manufactured products of this plant%
 - b. Sales of manufactured products produced by third parties (or other plants of the firm).....%
 - c. Services (Specify service: _____).....%
 - d. Others (Specify: _____).....%
- Total: 100%**

- 1.9. How many persons in total work currently in this establishment (including managers, permanent workers, temporaries, part-time and subcontracted workers)? _____
- a. Of these, how many are subcontracted? _____ (total of subcontracted workers)
 - b. And, how many are part-time / special contract workers? _____ (total part-time workers/ special contract)

- 1.10. a. How many hours per day did the establishment work during 2002? _____ (hours)
- b. How many days per week did the establishment work during 2002? _____ (days)
- c. Did the establishment work during legal holidays (those that are paid) during 2002? ____ Yes...1 No..2
- d. Apart from these legal holidays, how many days did the establishment stop working during 2002 due to other reasons (including annual leave of the staff)? _____ (days)

SECTION II. MARKETS AND RELATIONS WITH CLIENTS

- II.1. a. How much were the total sales of this establishment during 2002, in US\$ or Cordobas)?

1. (C) _____ or 2. US\$ _____

- b. **Card 4** What percent of your establishment's sales are?

- 1. sold domestically – in Nicaragua-.....%
- 2. exported directly%
- 3. exported indirectly (through a distributor).....%

TOTAL: 100%

NOTE: If the establishment do not export directly (that is, if answered "0" in II.1.b.2 & in II.1.b.3), Go to II.5

- II.2. a.. When was the year your establishment first exported? _____ (year)

- b. What are the principal destination countries for your exports?

1st principal country: _____

2nd country: _____

3rd country: _____

NOTE: If the establishment do not export directly, (that is, if answered "0" in II.1.b.2), Go to II.5

- II.3.a. During 2002, what was **the average** number of days that it took from the time your exports arrived in their point of exit (e.g., port, airport) until the time they could clear Nicaraguan customs? _____ (days)

- b. During 2002, what was **the longest** number of days that it took from the time your exports arrived in their point of exit (e.g., port, airport) until the time they could clear Nicaraguan customs? _____ (days)

- c. Do you use Honduran ports to export your products? Yes.....1 No.....2

- II.4. Please, indicate if your establishment benefits from any of the following incentives or laws:

- 1. Free zone law Yes.....1 No.....2
- 2. Temporal admission law for the active improvement (*) Yes.....1 No.....2
- 3. Temporal admission law for the pasive improvement (**) Yes.....1 No.....2
- 4. Return of the 1,5% of export FOB value Yes.....1 No.....2

(*)Imported inputs are exempt from tariffs when used as raw materials for products to be exported (**) It is allowed to bring raw materials to other countries, elaborate products there and import them back to Nicaragua without paying tariffs

II.5. What is your main product line? (show lists)

1. Description: **Specify** _____
2. Code: _____ (select code using Card 5 for the corresponding sector)

II.6. Considering only your sales in this 'departamento' of your principal product line:

- a. what share of the local market in this departamento is made up by the sales of your establishment? _____%

Considering only your sales in the whole country of your principal product line:

- b. what share of the national market is made up by the sales of your establishment? _____%

Considering only your sales in the whole country of your principal product line:

- c. in your opinion, what share of the national market is made up by the sales of informal firms? _____%

Considering only your sales in the whole country of your principal product line:

- d. in your opinion, what share of the national market is made up by imported products (either imported by you or by your competitors) _____%

II.7.a. Over the last year, within your main product line, how **many competitors** did you have in the domestic market that were well established firms, not informal ones, producing the same type of product than you?

_____ (estimated number) (use code "-5" if the interviewed knows that is more than 20 but not how many exactly)

- b. Over the last year, within your main product line, how **many competitors** did you have in the domestic market that were informal firms producing the same type of product than you? _____ (estimated number) (use code "-5" if the interviewed knows that is more than 20 but not how many exactly)
- c. Of all of your competitors, how many were private foreign-owned firms? _____ (estimated number)
- d. Of all of your competitors, how many were private domestic-owned firms? _____ (estimated number)
- e. Of all of your competitors, how many were state-owned firms? _____ (estimated number)

II.8. a. Over the last year, still within your main product line, how many customers did you have that were firms (do not include individuals)? _____ (estimated number) (use code "-5" if the interviewed knows that is more than 20 but not how many exactly)

- b. Of these client firms, how many were private foreign-owned firms? _____ (estimated number)
- c. Of these client firms, how many were private domestic-owned firms? _____ (estimated number)
- d. And how many were state-owned firms? _____ (estimated number)

II.9. Card 6: Approximately what percentage of your total sales are to? (total must sum 100)

1. Exports -direct and indirect-.....%
- (must be equal to the sum of II.1.b.2 and II.1.b.3)
2. Central Government or state owned/ controlled enterprises %
 3. Multinationals located in your country %
 4. Firms from the same group: your parent company or affiliated subsidiaries..... %
 5. Large domestic firms (those with approximately 150 plus workers) %
 6. Other domestic firms (those with less than 150 workers) %
 7. Others: includes individuals..... %

Total: 100%

II.10. a. What percent of your total sales goes to your principal/largest customer? _____ %

- b. Is your principal client a free zone ('zona franca')? Yes.....1 No.....2

- II.11.a. Do you currently (or in 2002) produce goods that are made to your clients' unique specification (i.e. you cannot sell them to other clients)? Yes.....1 No.....2→ **Go to II.12**
b. **If YES**, What percent of your sales represent these products? _____% NA...-7

- II.12. **Card 7** Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their current level in the domestic market, which of the following would best describe the result assuming that your competitors maintained their current prices?
_____ (select one of the options below).
1. Our customers would continue to buy from us in the same quantities as now.
2. Our customers would continue to buy from us, but at slightly lower quantities.
3. Our customers would continue to buy from us, but at much lower quantities.
4. Our customers would stop buying from us.

SECTION III. PURCHASES AND RELATIONS WITH SUPPLIERS

- III.1.a. Regarding the main supply or input used in the production of your main product line, how many suppliers of this main supply or input did you have in 2002?_____ (estimated number) **(use code “-5” if the interviewed knows that is more than 20 but not how many exactly)**
b. Of these suppliers, how many were private foreign-owned firms?_____ (estimated number)
c. Of these suppliers, how many were private domestic-owned firms?_____ (estimated number)
d. Of these suppliers, how many were state-owned firms?_____ (estimated number)

- III.2.a. How much did you spend in materials and raw materials for this plant in 2002?
1/_____US\$ or 2/_____C\$ **(use code “-4” if the establishment provides production or manufacturing services, and so it does not buy raw materials but receive them from their clients; in this case, Go to IV.1)**

- b. **Card 8** : What percent of your establishment's material inputs and supplies is:...(total must sum 100%)
1. purchased from domestic sources -Nicaraguans-..... %
2. imported directly %
3. imported indirectly (through a distributor) -..... %
Total 100%

If the establishment do not import directly (that is, if answered “0” in III.2.b.2), GO TO III.4

- III.3. a. Which are the 3 principal countries that supply your imports?
1st principal country:_____ NA....-7
2nd country:_____ NA....-7
3rd country:_____ NA....-7
b. During 2002, what was **the average** number of days that it took from the time your imports arrived in their point of entry (e.g. port, airport) until the time you could claim them from Nicaraguan customs?
_____ (days) NA....-7
c. During 2002, what was **the longest** number of days that it took from the time your imports arrived in their point of entry (e.g. port, airport) until the time you could claim them from Nicaraguan customs?
_____ (days) NA....-7
d. Do you use Hondurans ports to import your merchandise? Yes.....1 No.....2 NA.....-7
e. Do you use Costa Rican ports to import your merchandise? Yes.....1 No.....2 NA.....-7

- III.4.a. How many days can you produce with a regular delivery of your principal input?_____ (production days)
NA -7 (if the plant works based on orders and so, does not maintain inventories, → Go to III.5)
- b. At the time you receive a regular delivery of your most important input or supply, how many days of inventory (measured as production days) do you typically have on hand?_____ (production days) NA.-7
- III.5. What percent of your purchased material inputs/supplies during 2002 were of lower than agreed upon quality?_____ %
- III.6. How many production days in the last year were lost due to delivery delays from suppliers____ (days)
If no production day was lost →Go to IV.1
- a. Of those days, how many were recovered later?_____ (days)

SECTION IV. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

IV.1. **Card 9:** Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

Not a problem.....0 Minor problem....1 Moderate problem....2
 Mayor problem....3 Very severe problem....4

	Not a problem	Minor	Moderate	Mayor	Very severe	NA
Telecommunications	0	1	2	3	4	-7
Electricity	0	1	2	3	4	-7
Transport	0	1	2	3	4	-7
Access to Land	0	1	2	3	4	-7
Tax rates	0	1	2	3	4	-7
Tax administration	0	1	2	3	4	-7
Customs Regulations	0	1	2	3	4	-7
Trade Regulations	0	1	2	3	4	-7
Labor Regulations	0	1	2	3	4	-7
Skills and Education of Available Workers	0	1	2	3	4	-7
Business Licensing and Operating Permits	0	1	2	3	4	-7
Availability of financing (e.g. long term credit)	0	1	2	3	4	-7
Cost of Financing (e.g. interest rates).	0	1	2	3	4	-7
Access to Financing (e.g. collateral).	0	1	2	3	4	-7
Economic and Regulatory Policy Uncertainty	0	1	2	3	4	-7
Macroeconomic Instability (inflation, exchange rate)	0	1	2	3	4	-7
Corruption (in general)	0	1	2	3	4	-7
Crime and violence: theft, disorders, kidnappings	0	1	2	3	4	-7
Anti-competitive or informal practices (such as, no copyrights, informal sales, contraband, etc)	0	1	2	3	4	-7
Property rights and/or enforcement of contracts	0	1	2	3	4	-7
Efficiency of the Legal system/conflict resolution	0	1	2	3	4	-7

SECTION V. INFRASTRUCTURE AND SERVICES

- V.1.a. During 2002, for each of the following services, how many times did your establishment experience service interruptions...?
- b. **If more than zero in part ‘a’**, what was the average duration (in hours) of each of these interruptions? (use code -5 if the interruption lasted the whole day)

- c. Did you have to stop the production due to these interruptions?
- d. Did the establishment lost money due to these interruptions - 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?
- e. **If YES**, How much were these losses, as a percentage of your total annual sales?

¿Did you have interruptions of....?	a. Times	b. Average Duration (Hrs.)	c. ¿production interrupted?		d. ¿Losses due to interruptions?		e. Losses (% of total sales)	NA...-7
			Yes..1	No..2	Yes..1	No..2		
1. Electricity		hrs.	1	2	1	2	%	-7
2. Water supply		hrs.	1	2	1	2	%	-7
3. Telephones		hrs.	1	2	1	2	%	-7
4. Transport System		hrs.	1	2	1	2	%	-7

V.2.a. Does your establishment own or share a generator? Yes...1 No...2 → **Go to V.3**

b. **If YES**: what percentage of your electricity comes from your own or shared generator? _____%
NA....-7

c. **If YES**: when was the generator acquired, and what was the generator's original cost to your establishment (in dollars or Cordobas)?

1 _____ (year of acquisition)

2 _____ (cost in US\$) or 3 . _____ (cost in Cordobas) NA....-7

d. What is your average cost of a kilowatt-hour (Kwh) of electricity from your own/shared generator?
_____ (Cordobas per Kwh.) NA....-7

V.3. What is your average cost of a kilowatt-hour (Kwh) of electricity from the public grid?
_____ (Cordobas per Kwh.)

V.4. What share of your firm's water supply do you get from...? **(total must sum 100)**

a. municipal/public sources (ENACAL) _____%

b. your own well or a shared well _____%

c. from tankers of pipes of ENACAL _____%

d. purchased from private vendors _____%

Total: 100%

V.5. During the year 2002, what percentage of the value of your average cargo consignment was lost while in transit due to breakage, theft, spoilage or other deficiencies of the transport means used? _____%

V.6. What percent of your workforce regularly uses a computer in their jobs? _____%

V.7. Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?

a. E-mail _____ Yes...1 No...2

b. Website _____ Yes...1 No...2

V.8.a. Is your establishment/firm a member of a business association or chamber of commerce?

_____ Yes...1 No...2 → **Go to V.9**

b. **f YES** In how many business association or chamber of commerce is it registered? _____ (number)
NA....-7

c. Does the establishment pay an annual membership fee to the business association or chamber of commerce?
_____ Yes...1 No...2 NA.....-7

d. What is the most important Chamber of commerce or business association for your establishment, among those where it is registered? **Specify name** _____ NA.....-7

e. Are you registered there because is mandatory by law? Yes...1 No...2 NA.....-7

f.. **Card 10** Which of the following services are provided by this most important business association or chamber of commerce to your establishment?

f 1. **If provided**, what is the importance of this service to your firm, using a 0 to 4 range, where...?

- (0) No importance (1) minor importance (2) moderate importance
(3) high importance (4) crucial importance Use code ...NA...-7 if it does not apply

d. type of service	f. Service provided?			f.1 Importance of this service for your plant (0-4)					
	Yes	No	NA	None	Minor	Moderate	high	Crucial	NA
1. Lobbying government in favor of members	1	2	-7	0	1	2	3	4	-7
2. Resolution of disputes (with officials, workers or other firms)	1	2	-7	0	1	2	3	4	-7
3. Information and/or contacts on domestic product and input markets	1	2	-7	0	1	2	3	4	-7
4. Information and/or contacts on international product and input markets	1	2	-7	0	1	2	3	4	-7
5. Benefits of reputation (provided to the firm just for participating in the association)	1	2	-7	0	1	2	3	4	-7
6. Accrediting standards or quality of products	1	2	-7	0	1	2	3	4	-7
7. Information on government regulations	1	2	-7	0	1	2	3	4	-7
8. Training of personnel (courses)	1	2	-7	0	1	2	3	4	-7

V.9. a. ¿Have you subcontracted any of the following business services?

b. **Card 11 If used**, how would you evaluate the quality on a 1-4 scale where...

- (1) Very Poor (2) Poor (3) Good (4) Very Good NA.....-7

c. **if not used**, were the high costs a reason for not using them?

Type of Service	a. Used?		b. If used, describe its quality					c. If not used, was the high cost a reason?		
	Yes..1	No..2	VP	P	G	VG	NA	Yes..1	No..2	NA
1. Engineering and design	1	2	1	2	3	4	-7	1	2	-7
2. Management consultants	1	2	1	2	3	4	-7	1	2	-7
3. Marketing	1	2	1	2	3	4	-7	1	2	-7
4. Accounting / Audits	1	2	1	2	3	4	-7	1	2	-7
5. Legal services	1	2	1	2	3	4	-7	1	2	-7
6. Insurance	1	2	1	2	3	4	-7	1	2	-7
7. IT services	1	2	1	2	3	4	-7	1	2	-7
8. Others (Specify_____)	1	2	1	2	3	4	-7	1	2	-7

SECTION VI. FINANCES

VI.1. Do you currently have a loan from a bank or financial institution? _____ Yes...1 No...2
→ if the answer is YES, Go to VI.3 → if the answer is NO, Go to VI.2

VI.2. Only if the answer is NO, why you do not have a loan (READ OPTIONS 1 and 2)? _____

1. Because not applied for a loan → Go to question VI.2a
2. Because application for a loan was turned down → Go to question VI.2b Na...-7

VI.2.a. Card 12 - If not applied for a loan, what were the two principal reasons?

_____ (most important reason) _____ (2° most important)

1. Do not need loans
2. Application procedures for bank loans are too cumbersome
3. Collateral requirements of bank loans are too stringent Na...-7
4. Interest rates are too high
5. It is necessary to have contacts or give informal payments to get the loans (Corruption in the allocation of bank credit)
6. Did not think that it would not be approved
7. Others (Specify: _____) if answered VI.2a, → Go to VI.4

VI.2.b. Card 13: If the application was rejected, what were the two principal reasons given to you when the application was turned down?

_____ (most important reason) _____ (2° most important)

1. lack of collateral (e.g. property not accepted as collateral) Na...-7
2. incompleteness of application
3. perceived lack of feasibility of project
4. Bad credit history
5. Others (Specify: _____) if answered VI.2b, → Go to VI.4

VI.3.a. Regarding the most recent loan, when was this financing approved (year)? _____ (year) Na...-7

b. In what currency is the loan?: Cordobas: _____ ...1 or US\$: _____ ...2 Na...-7

c. What is the loan's current annual cost/rate of interest? _____ (annual rate, in %) Na...-7

d. What is the duration (term) of the loan? _____ (months) Na...-7

e. Did the financing require collateral or a deposit? Yes...1 No...2 → Go to VI.04 Na...-7

f. If YES... What was the total value of the collateral used as a percentage of the loan? _____ %

g. Card 14: What share of collateral was...?

- | | | |
|--|---------|---------|
| 1. Land and buildings | _____ % | Na...-7 |
| 2. Machinery and equipment | _____ % | Na...-7 |
| 3. Intangible assets (accounts receivable, inventory). | _____ % | Na...-7 |
| 4. Personal assets of owner/manager (e.g. house) | _____ % | Na...-7 |
| 5. Others (Specify: _____) | _____ % | Na...-7 |

Total: 100%

VI.4. a. Does the plant have an overdraft facility or line of credit? _____ Yes...1 No...2 → Go to VI.5

b. If YES: what percent of the overdraft facility or line of credit is currently unused? _____ % Na....-7

VI.5.a. Card 15 Which of the following sources of financing did you use in 2002 to finance Working Capital? (working capital includes inventories, accounts receivable and cash)

b. what was the contribution (share) of each of these sources?

c. Card 15 Which of the following sources of financing did you use in 2002 to finance New investments? (new land, buildings, machinery and equipment) (use code NA -7 if the plant has not done new investments, and then Go to VI.6)

d. what was the contribution (share) of each of these sources?

	c. Did you use this source?		d.	c. Did you use this source?		d.
	Yes...1	No...2	Percentage of total	Yes...1	No...2	Percentage of total
1. Internal funds or Retained earnings	1	2	%	1	2	%
2. Local commercial banks (loan, overdraft)	1	2	%	1	2	%
3. Foreign owned commercial banks	1	2	%	1	2	%
4. Leasing arrangement	1	2	%	1	2	%
5. Investment Funds/Special Development Financing/Or Other State Services	1	2	%	1	2	%
6. Trade credit (supplier or customer credit)	1	2	%	1	2	%
7. Credit cards	1	2	%	1	2	%
8. Equity, sale of stock	1	2	%	1	2	%
9. Family, friends	1	2	%	1	2	%
10. Informal sources (e.g. money lender)	1	2	%	1	2	%
11. Other (Specify source)_____	1	2	%	1	2	%
Total			100%			100%

VI.6.a. How much did you spend in purchases of machinery and equipment, excluding computational equipment, during 2002? 1. _____ (US\$) or 2. _____ (Cordobas)

b. How much did you spend in purchases of computational equipment, including computers, software and integration systems, during 2002? 1. _____ (US\$) or 2. _____ (Cordobas)

VI.7.a. How long does it take to clear the following payments through your financial institution ?

b. And how much is the cost of this service ? (either as a % of the transaction or as a fixed fee)?

Alternatives	a. Days	b. Fee as %, or	Fixed amount (C\$ o US\$)
1. To clear a foreign check	____(days)	____%	b1 ____ (C\$) or b2 ____ (US\$)
2. To clear a local check	____(days)	____%	b1 ____ (C\$) or b2 ____ (US\$)
3. A domestic currency wire	____(days)	____%	b1 ____ (C\$) or b2 ____ (US\$)
4. A foreign currency wire	____(days)	____%	b1 ____ (C\$) or b2 ____ (US\$)

VI.8. Does your establishment have its annual financial statement reviewed by an external auditor?
_____ Yes...1 No...2

VI.9. What share of your **total borrowing (loans, accounts payable)** is denominated in US dollars? _____%

VI.10. Of the land and buildings occupied by this establishment, ...

a. what percent is owned or leased/rented? (if all is owned, Go to section VII)

b. For the rented land and buildings, what is the average duration of the contract -in months- ?

	a. % owned	a. % leased/rented	b. average duration of the contract
1. Land	_____ %	_____ %	_____ months
2. Buildings	_____ %	_____ %	_____ months

SECTION VII. REGULATIONS AND RELATIONS WITH THE GOVERNMENT

VII.1 **Card 16** 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 (read 1-6)?.._____

- | | |
|-------------------------|-------------------------|
| Very efficient.....1 | Somewhat Efficient....4 |
| Inefficient.....2 | Efficient.....5 |
| Somewhat inefficient..3 | Very efficient.....6 |

VII.2. **Card 17** To what extent do you agree with this statement: "In general, government officials' interpretations of regulations affecting my establishment are consistent and predictable."? Do you... (read 1-6)?

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

VII.3.a. If you could change the number of permanent full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), would you increase, decrease or keep constant your current workforce?

1. Increase. **If YES**, to what percent of its current level? _____% → **Go to VII3.b**
2. Decrease. **If YES**, to what percent of its current level? _____% → **Go to VII3.b** NA..-7
3. Keep constant. **(if answered "keep constant", →Go to VII4)**

b. **Card 18.** What are the two main reasons why you maintain a workforce level below/above of your current establishment needs? _____ (most important reason) _____ (2^a most important reason)

1. Laws and regulations regarding staff dismissal
2. Labor costs (social security, etc.)
3. Difficulties in procedures at the Labor Ministry
4. Labor union Pressures
5. Prevision of sales increase or decrease
6. Other (Specify:_____)

VII.4. In a typical week, what percentage of senior management's time or how many days per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?

1/ _____% of time or 2/ _____ days/ year

VII.5. 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.

- a. Does this occur in your sector: not necessarily in your establishment? Yes... 1 No...2 → **Go to VII.6**
- b. What percent of firms in your sector, do you believe do these type of payments? _____% NA..-7
- c. On average during 2002, what amount –in C\$ or US\$- or what percent of annual sales would such expenses cost a typical firm like yours in your sector?

1/ _____ C or 2/ _____ US\$ or 3/ _____% of sales NA....-7

VII.6. 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 area of activity **reports** for tax purposes? _____ %

VII.7.a. Please indicate if you requested, in the last two years, any of the following services, permits or registries...

b. **If YES**, what was the actual delay experienced from the day you applied to the day you received the service or permit approval? (**use code -5 if service/permit has not been received yet**)

c. Did somebody ever suggested that by doing informal payments or gifts you could get these services or permits?

d. **If YES**, how much were you suggested to pay?

a. Did you request this service...?	a. Requested?		b. Time of wait (days)	c. Did somebody suggested an informal or "extra" payment?		d. If YES, what was the amount of these payments?		
	Yes..1	No..2		Yes....1	No....2	in: C\$ or US\$		NA
1. A mainline telephone connection	1	2		1	2			-7
2. An electrical connection	1	2		1	2			
3. A water connection	1	2		1	2			
4. A construction permit	1	2		1	2			
5. An import license	1	2		1	2			
6. Sanitary registry	1	2		1	2			

VII.8.a. On average, how many **days last year** were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business?

b. And what were the costs –Fines or seized goods- associated with these interactions?

c. Did somebody ever suggested you to do informal payments or gifts to avoid fines, inspections or to speed some process?

d. **If YES**, how much were you suggested to pay (indicate value in C\$ or US\$)

	a. Days in inspections and meetings	b. Total cost of fines or seized goods	c. Did somebody suggested an informal or "extra" payment?		d. If YES, what was the amount of these payments? (values are in: C\$ or US\$ NA)		
			Yes....1	No....2			
1. Tax Inspectorate (Dirección General de Ingresos, DGI)			1	2			-7
2. Labor and Social Security (Instituto Nicaraguense de Seguridad Social, INSS)			1	2			-7
3. Fire and Building Safety			1	2			-7
4. Sanitation/ Epidemiology (MINSAs)			1	2			-7
5. Police			1	2			-7
6. Environmental			1	2			-7
7. Officials from the municipality			1	2			-7

VII.9. When establishments in your industry do business with the government, how much of the contract value is typically expected in gifts or informal payments to secure the contract? _____ %

VII.10. **Card 19** To what degree do you agree with the following statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes." Do you... (read 1-6)?

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

VII.11. On average, what percent of your establishment's sales is...? (total must sum 100)

- a. Pre paid (paid before delivery) _____ %
 b. Paid at delivery _____ %
 c. Sold on credit (or with deferred payment) _____ % (if '0', i.e. if do not sell on credit, Go to VII.13)
Total: 100%

- VII.12.a. What percent of your sales to private customers involve overdue payments? _____ % NA..-7
 b. What percent of your sales to government agencies or state-owned enterprises involve overdue payments?
 _____ %
 c. On average, what is the term of your sales credit (in days)? _____ (days) NA..-7
 d. How long does it typically take to resolve an overdue payment? _____ (days) NA..-7
 e. Over the last 2 years, what percent of your establishment's disputes over payments were resolved by court
 action / tribunals? _____ % (if 0, → Go to VII.13) NA..-7
 f. Of these cases brought to tribunals, what percent was resolved in your favor in tribunals? ___ % NA..-7
 g. Of these cases brought to tribunals, what percent was resolved outside tribunals? ___ % NA..-7
 h. On average, of these cases resolved in tribunals, how many weeks did those court cases take to resolve?
 _____ (weeks) (use code "-5" if none of the processes has been solved yet) NA..-7

Licenses and permits

VII.13. **Card 20:** Please tell us if in any of the following areas are there problems affecting the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

- Not a problem....0 Minor problem...1 Moderate problem....2
 Mayor problem....3 Very severe problem....4

	Not a problem	Minor	Moderate	Mayor	Very Severe
1. Procedures to register a new enterprise	0	1	2	3	4
2. Quality standards and certification	0	1	2	3	4
3. Environmental regulations	0	1	2	3	4
4. Safety and sanitary regulations	0	1	2	3	4
5. Foreign exchange/currency regulations	0	1	2	3	4
6. Inspections	0	1	2	3	4
7. Patents and trade marks regulations	0	1	2	3	4

VII.14. What year was the firm registered for the first time? _____ (year)

- If registered in 2000 or after, Go to questions VII.15 and VII.16**
If registered in 1999 or before, Go to questions VII.17 and VII.18

VII.15. (Ask questions VII.15 and VII.16 to the firms that registered in 2000 or after)

- a. Please, indicate what licenses or permits did you requested when registering for the first time?
 b. How long did it take to get the licenses?
 c. Did any employee ever suggested you to do informal payments or gifts to speed some processes?
 d. **If yes**, how much were you suggested to pay? (indicate if the value is in C\$ or US\$)

Name of the permit/ license	a. Did you ask this license? Yes...1 No..2		b. Time to get the license (days)	c. Extra payment requested Yes No		d. Value suggested? (indicate if value is in: C\$ or US\$) NA..-7
	1	2		1	2	
1. Draft of constitution of the society	1	2		1	2	-7

2. Inscription of the society at the Public Registry	1	2		1	2			-7
3. Tax registration, at the Dirección General de Ingresos (solvencia fiscal)	1	2		1	2			-7
4. Operating license (provided by the Municipality)	1	2		1	2			-7
5. Health (Ministry of Health, MINSA)	1	2		1	2			-7
6. Ministry of Agriculture and Forestry (MAGFOR)	1	2		1	2			-7
7. Environment Permit	1	2		1	2			-7
8. Others (Specify):_____	1	2		1	2			-7
9. Others (Specify):_____	1	2		1	2			-7

e. How long did it take you in total to register for the first time, considering all the necessary permits and licenses? _____(days)

VII.16.a. Did your establishment hire agents, lawyers or other intermediaries to get those permits, licenses and/or procedures? _____ Yes...1 No...2 **If No, → Go to VII.19**

b. **If YES**, how much did your establishment spend for the services of those agents? NA.....-7
1 / _____ C\$ or 2/ _____ US\$ If No→ **Go to VII.19**

VII.17. (Ask questions VII.17 and VII.18 to the firms that registered in 1999 or before)

a. In the last year, what licenses or permits were renewed to continue operations of the establishment?

b. How long did it take to get the licenses?

c. Did any employee ever suggested you to do informal payments or gifts to speed some processes?

d. **If yes**, how much were you suggested to pay? (indicate if the value is in C\$ or US\$)

Name of the permit/ license renovated	a. Did you ask this license? Yes...1 No..2		b. Time to get the license (days)	c. Extra payment requested Yes No		d. Value suggested? (indicate if value is in: C\$ or US\$) NA..-7	
	1	2		1	2		
1. Operating license (provided by the Municipality)	1	2		1	2		-7
2. Tax inspectorate (Dirección General de Ingresos, DGI)	1	2		1	2		-7
3. License of state suppliers	1	2		1	2		-7
4. Import License	1	2		1	2		-7
5. Export License	1	2		1	2		-7
6. Ministry of Health (MINSA)	1	2		1	2		-7
7. Ministry of Agriculture and Forestry (MAGFOR)	1	2		1	2		-7
8. Environment Permit	1	2		1	2		-7
9. Others (Specify)_____	1	2		1	2		-7
10. Others (Specify)_____	1	2		1	2		-7

e. How long did it take you in total, during the last year, to renovate all these permits and licenses?
_____ (days)

VII.18.a. Did your establishment hire agents, lawyers or other intermediaries to get those permits, licenses and/or procedures? _____ Yes...1 No...2 **If No, → Go to VII.19**

b. **If YES**, how much did your establishment spend for the services of those agents? NA.....-7
1 / _____ C\$ or 2/ _____ US\$ If No→ **Go to VII.19**

VII.19. a. Did your establishment acquired any land during the last two years? ____ Yes...1 No...2 →**Go to VII.20**

b. **If YES**, regarding your most recent acquisition,...How long did it take in total (in days) to get all the necessary requirements and permits to buy the land (include the time to identify owners, to obtain a land survey, to register the title in the land office, etc)? _____(days) NA....-7

c. How much was the total cost to obtain all these requirements and permits to buy the land (do not include the cost of the land itself)? 1. _____C\$ 2 _____US\$ NA....-7

d. Did any employee or public official ever suggested you to do informal payments to speed the process? _____ Yes...1 No...2 NA....-7

VII.20.a. Did your establishment constructed any local/building during the last two years?
_____ Yes...1 No...2 → **Go to VII.21**

If YES, regarding your most recent construction... NA....-7

b. How long did it take in total (in days) to get all the necessary requirements and permits to construct the building (include the time to obtain the construction permit the approval of the plans, etc)? _____(days) **(use code -5 if you constructed without getting the permit)**

c. How much was the total cost to obtain all these requirements and permits to construct it (do not include the cost of the building itself)? 1/ _____C\$ 2/ _____US\$ NA....-7

d. Did any employee or public official ever suggested you to do informal payments to speed the process? _____ Yes...1 No...2 NA....-7

VII.21. How many tax and contributions forms did you have to fill during 2002 (including sales tax forms, income, etc)? _____(number)

VII.22. **Card 21:** Please, based on your experience over the last year, evaluate the following areas regarding tax administration, using a 0-4 scale, where...:

- (0) Not a problem (1) Minor Problem (2) Moderate problem
(3) Mayor problem (4) Very severe problem

(Rotate reading)	Not a problem	Minor	Moderate	Mayor	Very severe
1. Your treatment by tax authorities	0	1	2	3	4
2. Availability of information on tax requirements	0	1	2	3	4
3. Completing/filing tax forms	0	1	2	3	4
4. Burden of Audits	0	1	2	3	4
5. Frequency of changes in rules and tax rates	0	1	2	3	4
6. Severity of Penalties	0	1	2	3	4
7. Effectiveness of Appeals mechanisms	0	1	2	3	4

VII.23.a. During the last year, did you have to pay any fine to the Tax authorities (Dirección General de Ingresos)?
Yes...1 No...2

b. **If YES**, of how much? _____C\$ _____US\$ NA....-7

SECTION VIII. LAW AND ORDER

- VIII.1. Please estimate your establishment's costs (as a percent of your total costs) of providing security (equipment, personnel, or professional security service, theft insurance, etc)? _____%
- VIII.2.a. How many cases of criminal activity (theft, robbery, etc) affecting your establishment occurred during 2002? _____(No. of cases) → (if 0, Go to IX.1)
- b. Please estimate the losses (in Cordobas, US\$ or as a percent of total sales) of theft, robbery, vandalism or arson against your establishment during 2002?
1/ _____ C\$ or 2/ _____ US\$ or 3/ _____ % NA...-7
- c. What percent of cases of criminal activity were made by gang members ('pandilleros')? _____% NA...-7
- d. What share of the incidents did you report to the police? _____ % NA...-7 (if 0, → Go to IX.1)
- e. Of these reported incidents, what share were solved (the perpetrator was caught, etc.)? _____% NA...-7

SECTION IX. CAPACITY, TECHNOLOGY AND INNOVATION

- IX.1. What was this establishment's average capacity utilization over the last year (2002)? -Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts: _____%
- IX.2. How much have your sales changed (increased, decreased or stayed constant) in each of the last 3 years (regarding the previous year)?:
- | | | |
|-----------------------------------|--|---|
| a. 2002 (regarding 2001): _____ % | | d. increased (1) decreased (2) constant (3) |
| b. 2001 (regarding 2000): _____ % | | e. increased (1) decreased (2) constant (3) |
| c. 2000 (regarding 1999): _____ % | | f. increased (1) decreased (2) constant (3) |
- IX.3.a. Did the establishment have net profits during 2002? _____ Yes...1 No...2 → Go to IX.4
- b. If YES: Approximately what share of net profits were re-invested in your establishment during 2002 (that is, not distributed to owners or shareholders)? _____ %
- c. How much were your net profits during 2002, as a percentage of your total sales? _____ %
- IX.4.a. How many **types of products** produce your establishment? _____ (number)
READ: consider as different types of products those that have substantially different production processes.
- b. How many new **types of products** has your establishment introduced in the last three years? _____ (number)
- c. How many **products** produce your establishment, considering all its **types of products**? _____ (number)
READ: consider as different products those that have substantially different designs and prices.
- d. How many new **products** has your establishment introduced in the last three years, considering all its **types of products**? _____ (number)
- IX.5.a. Does your establishment use technology licensed from a foreign-owned company? _____ Yes...1 No...2
- b. Does your establishment use technology provided by a foreign-owned company, without having to pay for a license? _____ Yes...1 No...2
- IX.6. Right now, how many months ahead has the management of your enterprise planned its activities with regard to...? (use code -5 if the firms does not plan these activities)
- | | |
|--|--|
| a. product mix and target markets | _____ (months) |
| b. human resources (employment and training) | _____ (months) |
| c. investments: | _____ (months) NA -7, if do not invest |

IX.7. Thinking of your main product line and comparing your production process with that of your closest competitor, which of the following best summarizes your position: _____ (select one)

1. My firm's technology is **less advanced** than that of my main competitor.....1
2. My firm's technology is **about the same** as that of my main competitor.....2
3. My firm's technology is **more advanced** than that of my main competitor.....3

IX.8.a. Has your firm received ISO (e.g. 9000, 9002 or 14,000) certification? _____ Yes...1 No...2

b. Has your firm received other type of quality certification? _____ Yes...1 No...2 → **Go to IX.8c**

If YES, Which one? _____ (Specify) NA.....-7

c. Has your firm received environmental administration ISO certification (i.e. ISO 14000)?

_____ Yes...1 No...2 → **Go to IX. 9**

If YES, Which one? _____ (Specify) N.A....-7

IX.9. **Card 22:** Has your company undertaken any of the following initiatives in the last three years (since 2000)?

	Yes...1	No...2
1. Developed a major new product line.		
2. Upgraded an existing product line.		
3. Introduced new technology that has substantially changed the way that the main product is produced		
4. Discontinued at least one product (not production) line		
5. Opened of new plant		
6. Closed at least one existing plant or outlet		
7. Agreed a new joint venture with foreign partner		
8. Obtained a new licensing agreement		
9. Outsourced a major production activity that was previously conducted in-house		
10. Brought in-house of a major production activity that was previously outsourced		

IX.10. **Card 23:** Over the last two years, what were the leading ways in which your establishment acquired technological innovations? Please identify which of the following is (read 1 through 12)....:

(use code -5 if you did not introduced innovations)

_____ (1st more important) _____ (2nd mores important) _____ (3rd more important)

1. Embodied in new machinery or equipment
2. By hiring key personnel
3. Licensing or turnkey operations from international sources
4. Licensing or turnkey operations from domestic sources
5. Developed or adapted within the establishment locally
6. Transferred from parent company
7. Developed in cooperation with client firms
8. Developed with equipment or machinery suppliers
9. From a business or industry association
10. Trade Fairs and/or Study Tours
11. Consultants
12. From universities, public institutions

IX.11. **Card 24:** Which of the following is the most important influence on your establishment to reduce the production costs of existing products? Pressure from... _____ (most important influence)

- | | |
|-------------------------|---------------------------|
| 1. domestic competitors | 4. shareholders or owners |
| 2. foreign competitors | 5. creditors |
| 3. customers | 6. government agencies |

IX.12. **Card 24:** Which of the following is the most important influence on your establishment to develop new products or services and markets? Pressure from..._____ (most important influence)

1. domestic competitors
2. foreign competitors
3. customers
4. shareholders or owners
5. creditors
6. government agencies

IX.13. How many workers do you have that work on the following areas:

1. Quality control _____ (number of workers)
2. Research and development. _____ (number of workers)

IX.14.a. Does your establishment have computerized production equipment or machinery?

_____ Yes...1 No...2 → **Go to X.1**

b. **If YES**, what percentage of your production equipment or machinery are computerized? _____ (%) NA.-7

SECTION X. LABOR RELATIONS AND TRAINING

X.1. **Card 25** How many **permanent workers** –hired for periods of at least one year- worked in you establishment in the following years, including yourself? (**ask first for the total (first column) and then show Card 25 and explain it, with the different definitions of employment categories**)

	Total	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers
Average 2002						
Of these, how many females in 2002						
Average 2001						
Average 2000						

X.2. **Card 25:** During 2002 and considering only **permanent workers**, how much did you spend in wages and salaries, including all benefits and social contributions (for instance: 13th salary, social security, and other benefits to workers)?

And, what percent of this expenditure was to social contributions and benefits? (**Indicate if values are in 1/C\$ or 2/US\$. Ask first for the total and then show Card 25**)

	Total 1/C\$ or 2/US\$	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers
Total expenditure in wages and salaries, including all benefits and social contributions (indicate if: C\$ or US\$)	C\$	C\$	C\$	C\$	C\$	C\$
	\$	\$	\$	\$	\$	\$
Social contributions and benefits – e.g. 13 ^o salary, vacations, social security and other contributions - as a percent of the total labor cost (%)	%	%	%	%	%	%

X.3. a. How many part-time workers or with special contract –hired for periods of less than one year, without guarantee of contract renovation - worked in you establishment in the following years?

b. Of these, how many were women?

c. What was the average duration of the contract (in months)-?

d. How much did you spend on wages and benefits?

	2002	2001	2000
a. Average number of temporary workers			
b. Of which, average number of female workers			

c. Average length of employment (months)			
d. Total compensation of all temporary workers (wages and benefits) (indicate if 1/C\$ or 2/ US\$)	1	1	1
	2	2	2

X.4.a. How many subcontracted workers worked in your establishment in the following years? (subcontracted workers: workers formally hired by another firm that provided services in your firm)?

b. How much did you spend to contract the services of these workers?

	2002	2001	2000
a. Average number of subcontracted workers			
b. Total compensation of all subcontracted workers (indicate if 1/ C\$ or 2/ US\$)	1	1	1
	2	2	2

X.5. What percent of your permanent **skilled workers and professionals** are foreign nationals? _____ %

X.6.a. How many new employees did your plant hire during 2002? _____ (number)

b. How many employees from your plant were dismissed or laid off during 2002? _____ (number)

c. How many employees left your plant for other reasons during 2002? _____ (number)

X.7. Within the last two years, how much time did it take to fill your most recent vacancy for a...?

a. skilled technician _____ (days) (NA -7 if none has been hired in the last two years)

b. production worker _____ (days) (NA -7 if none has been hired in the last two years)

X.8. What percent of your workforce is unionized? _____ %

X.9. How many days of production did you lose last year due to...?

a. Strikes or other labor disputes _____ (days)

b. Civil unrest -national strikes- and strikes in other firms _____ (days)

c. Other reasons out of this establishment control (Specify: _____) _____ (days)

X.10.a. **Card 26:** How many or what percent of the workforce of this establishment (including managers) have the following educational levels? (interviewer: fill with numbers or percentages depending on how the interviewed prefers to answer. However, all the answers must be either in numbers or in percentages)

1. Post graduate degree _____ (number) or _____ %

2. Completed university (undergraduate) _____ (number) or _____ %

3. Incomplete university _____ (number) or _____ %

4. Technician _____ (number) or _____ %

5. Secondary completed (or technical *bachillerato*) _____ (number) or _____ %

6. Secondary incomplete _____ (number) or _____ %

7. Primary completed _____ (number) or _____ %

8. Primary incomplete _____ (number) or _____ %

(sum total personnel): _____ or **100 %**

X.11. Of those who did not complete primary school, what percent are female? _____ %
(NA, if all completed at least primary school)

X.12. What percent of the senior management of this establishment is male? _____ %

X.13. What is the highest level of education of the general manager of this establishment? _____

1. Post-graduate degree (master, PhD)

5. Secondary completed (or technical *bachillerato*)

2. Completed university studies
3. Incomplete university studies
4. Technical studies

6. Secondary incomplete
7. Primary completed
8. None

- X.14.a. How many years of experience working in this sector did the top manager have before running this establishment? _____ (years) → (if '0', Go to X.15)
- b. Of these years, how many years were with a foreign firm? ____ (years) NA....-7
- c. Did any of the firms were you worked previously export? _____ Yes...1 No...2 NA....-7

Labor Training

- X.15.a. Does your plant offer formal training programs for its employees (external and/or in-house)?
_____ Yes...1 No...2 → **Go to X.16**
- b. **If YES**, In what year did your plant first introduce a formal training program (either in-house or external training)? _____ (year) → (**Go to X.17**) NA....-7

- X.16. **Card 27: If your plant does not offer formal training (neither internal nor external)**, Please indicate the three principal reasons for not doing so:..
_____(1st more important) _____(2nd mores important) _____(3rd more important)

Reasons:

1. New workers become proficient in the job through learning by doing
2. In-house informal training is enough
3. We lack knowledge about training techniques and training programs
4. Training is not affordable due to my firm's limited resources
5. Skilled workers can be readily hired from other firms
6. Skills that workers learn in school are adequate to our needs
7. We are skeptical about the benefits of training
8. Training is costly because of high labor turnover

- X.17.a. Do you consider the **external training** provided by public or private external agencies is adequate to your establishment needs? _____ Yes...1 → **Go to X.18** No...2

- b. **Card 28: if NO**, could you indicate the 3 principal reasons of that?

_____(1st more important) _____(2nd mores important) _____(3rd more important) NA....-7

1. Lack of relevance of training programs offered to the company's work
2. Lack of skilled technical personnel from these agencies to train our workers
3. Poor Availability of training facilities
4. Lack of private agencies of training
5. Lack of accredited agencies of training
6. High cost of training
7. Other (Specify: _____)

- X.18. **Card 29:** Could you rank the effectiveness of public training institutions, in a 1-6 scale, where:...?

- | | |
|-------------------------|-----------------------|
| 1. Very ineffective | 4. Somewhat effective |
| 2. Ineffective | 5. Effective |
| 3. Somewhat ineffective | 6. Very effective |

- X.19. **Card 30:** In your opinion, what are the three most important factors that you see are important in improving the services offered by the public training institution?

_____(1st more important) _____(2nd mores important) _____(3rd more important)

1. Update their courses regarding work practices and/or machinery currently used by firms
2. Include practices/internships in firms as part of the training
3. Better and more specialized staff to train our workers

4. Increase the number of institutions that provide training courses
5. Offer internal (in-house) training for the firm that requires it
6. Improve the continuity of the courses related to a specific topic/sector
7. Increase the supply of sector specific training courses
8. Promote monitoring/follow up of the training in the firm
9. Increase their resources and facilities to better train (and more) participants
10. Increase schedule flexibility to take the courses
11. Other (Specify: _____)

SECTION XI. IMPACT OF TRADE AGREEMENTS

- XI.1.a. Did you know that your country has special access to the US market for some products in the context of the Caribbean Basin Initiative (*Iniciativa de la Cuenca del Caribe*)? _____ Yes...1 No...2 → **Go to XI.2**
- b. **If YES**, Do those benefits apply to your sector? _____ Yes...1 No...2 NA...-7
- c. **If YES**, Has your establishment taken some advantage of those benefits? _____ Yes...1 No...2 NA...-7

- XI.2.a. Has your company benefited from other Free Trade Agreements signed by your country?
_____ Yes...1 No...2 → **Go to XI.3**
- b. **If YES**, Please indicate which agreements
_____ (1st most important) NA...-7
_____ (2nd most important)

- XI.3.a. Did you know that your country is negotiating a free trade agreement with the United States and other Central American countries (CAFTA)? _____ Yes...1 No...2 → **Go to XI.7**
- b. **If YES**, has your establishment taken any preparatory steps to maximize the benefits of such agreement?
_____ Yes...1 No...2 NA...-7

- XI.4.a. If the agreement is signed, do you believe it will affect the operations of your establishment?
_____ Yes...1 No...2 → **Go to XI.5** NA...-7
- b. **If YES**, how would you describe the impact in your establishment? (just one option) _____
1. Positive Impact
 2. Negative Impact
 3. Mixed Impact: in part positive and in part negative NA...-7

XI.5. **Card 31:** Please, indicate if you expect any of the following events to occur in your sector and in your establishment as a consequence of the signing of the CAFTA: NA...-7

	In your sector Yes...1 No...2	NA.	In your plant Yes...1 No...2	NA.
1. Increase in exports to the US	1 2	-7	1 2	-7
2. Increase in exports to other Central American countries	1 2	-7	1 2	-7
3. Increase in use of imported inputs	1 2	-7	1 2	-7
4. Increase in competition from imports of final products	1 2	-7	1 2	-7
5. Increase in foreign direct investment	1 2	-7	1 2	-7
6. Diversification of your firms' product lines	1 2	-7	1 2	-7

XI.6. **Card 32.** Please tell us if in any of the following areas are there problems to take full advantage of the CAFTA, which would provide free access to the US market. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where...:

(0) Not a problem

(1) Minor Problem

(2) Moderate problem

(3) Mayor problem

(4) Very severe problem

(Rotate reading)	Not a problem	Minor	Moderate	Mayor	Very severe
1. Land Transport costs	0	1	2	3	4
2. Maritime Transport costs	0	1	2	3	4
3. Air Transport costs	0	1	2	3	4
4. Customs in your country	0	1	2	3	4
5. Customs in other Central American countries	0	1	2	3	4
6. US customs	0	1	2	3	4
7. Existence of a list of excluded products from the agreement	0	1	2	3	4
8. Increased requirements of Labor Regulations	0	1	2	3	4
9. Increased requirements of Health and Sanitary regulations	0	1	2	3	4
10. Increased requirements of Quality Certification	0	1	2	3	4
11. Access to Distribution channels in the US	0	1	2	3	4

XI.7. (Check question II.9 to see if the plant exports. If it does not, Go to Part II)

a. Does your establishment directly export to the US? _____ Yes...1 No...2 →Go to XII.1

b. **If YES**, could you indicate the total cost of shipping a (20 feet/TEU) container to the following cities?

1/ Miami: _____ (US\$) 2/Los Angeles: _____ (US\$) NA....-7

3/San Francisco: _____ (US\$) 4 /New York: _____ (US\$) NA....-7

Part II: Interview to be applied to the General Manager of the establishment or the Personnel Manager or the Finance Manager (or Accountant)

SECTION XII. LABOR TRAINING

- XII.1.a. Did your establishment paid the 2% tax to INATEC during 2002? _____ Yes...1 No...2
- b. Did you use the services provided by INATEC (or INATEC facilities) to train your workers during 2002?
_____ Yes...1 No...2
- c. Did you use the services of training institutions certified by INATEC to train your workers during 2002?
_____ Yes...1 No...2

XII.2. a. Did your establishment offer **internal training** to the workers during 2002?
_____ Yes...1 No...2 → **Go to XII.3**

b. **If YES**, Please indicate the following about these programs: NA...-7

	Total	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non- production workers
How many persons were trained?						
How many weeks of training had on average each worker?						

XII.3.a. Did your establishment sent workers to participate in **external training** programs (outside the firm) during 2002 (do not include those courses to continue/finish primary or secondary studies)?
_____ Yes...1 No...2

(if answered **NO** in XII.3 and answered **YES** in XII.2 → **Go to XII.6**)

(if answered **NO** in XII.3 and XII.2, that is, if the plant do not offer internal or external training, → **Go to section XIII**)

b. **If YES**, Please indicate the following about these programs:

	Total	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non- production workers
How many persons were trained?						
How many weeks of training had on average each worker?						

XII.4. **Card 33:** Please, indicate the **principal institutions** that provided external training to your workers during 2002?

	Yes....1	No...2
1. University	1	2
2. Public training institutes	1	2
3. Technical/vocational public schools	1	2
4. Private training schools	1	2
5. Partner firms or other firms	1	2
6. Others (Specify: _____)	1	2

XII.5.a. During the last 2 years, have you used joint programs with other firms to provide your workers with training? _____ Yes...1 No...2 → **Go to XII.6**

b. **Card 34 :** **If YES**, how are these joint training programs organized?

1. Through industry association or professional body _____ Yes...1 No...2 NA...-7
2. Through government or public institutions _____ Yes...1 No...2 NA...-7
3. Through direct arrangements with other firms _____ Yes...1 No...2 NA...-7
4. Through specialized training companies _____ Yes...1 No...2 NA...-7

5. Through training programs organized by suppliers _____ Yes...1 No...2 NA...-7
 6. Through training programs organized by buyers _____ Yes...1 No...2 NA...-7
 7. Other (Specify)_____ Yes...1 No...2 NA...-7

- XII.6. How many of the employees that participated in training (both in-house and outside) during 2002, ...
 a. were promoted after the training? _____
 b. had pay increases as a result of the training? _____ (number)
 c. left your plant in 2001 after the training? _____ (number)
 d. increased their productivity as a result of the training? _____ (number)

- XII.7. Did you benefit from any of these for employees' training?
 a. Tax deductions? _____ Yes...1 No...2
 b. Tuition Subsidies? _____ Yes...1 No...2

- XII.8.a. Did the employees that attended training share part of the cost of training? Yes...1 No...2
 b. **If YES**, what percentage did they pay on average? _____ %

SECTION XIII. PRODUCTIVITY

XIII.1. Please, provide the following information about production and sales of your establishment:

	Values in C\$ or US\$, for the years...		
	2002	2001	2000
Total sales (indicate if values are in 1/C\$ or 2/US\$).....	1 2	1 2	1 2
Market value of the Production, even if it was not sold (*) (indicate 1/C\$ or 2/US\$)	1 2	1 2	1 2

(*) **Value of the production (total number of units produced) x (unit sales price)**

XIII.2. Please, provide the following information about the expenditures of your establishment:

	Values in C\$ or US\$, for the years...		
	2002	2001	2000
Total costs of materials and raw materials used in production (excluding fuel) (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Total Energy costs, including electricity and fuels (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Total Labor cost:..... (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Interest charges and other financial costs..... (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Expenditures on registries (or "Trámites")..... (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Other costs (e.g. overhead expenses, selling and general administration expenses, design dept, research and development, etc.) (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2

XIII.3. Please, indicate what percent of the total cost in energy during 2002 was to...:

- a. Electricity: _____%
- b. Functioning of the own or shared generator: _____% (NA -7 if do not have a generator)
- c. Other fuels: _____%

XIII.4. Please, provide the following information about the balance sheet of your establishment:

	Values in C\$ or US\$, at the end of each year		
	2002	2001	2000
Total Assets(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Gross Fixed Assets (*)(indicate if values are in 1/C\$ or 2/US\$) (Acquisition cost, without deducting depreciation)	1	1	1
	2	2	2
Net Fixed Assets (*)(indicate if values are in 1/C\$ or 2/US\$) (net book value: Acquisition cost excluding depreciation)	1	1	1
	2	2	2
Of which: -Machinery, equipment and vehicles.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
-Land, buildings and leasehold improvement.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Current Assets(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Of which: -Total Inventories and stocks.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
- Accounts receivable.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
- Cash on hand and in bank.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
-Other current assets.....(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
(* Fixed Assets: machinery, equipment, vehicles, land and buildings			

XIII.5. Please, provide the following information about the liabilities of your establishment:

	Values in C\$ or US\$, at the end of each year		
	2002	2001	2000
Total Liabilities(*) ...(indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Of which: Long-term liabilities (i.e., more than 1 year)..... (indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Of which: Short-term liabilities (one year or less)..... (indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
Equity (Share Capital plus Retained Earnings)..... (indicate if values are in 1/C\$ or 2/US\$)	1	1	1
	2	2	2
(* Total Assets must be equal to Total Liabilities plus Equity			

XIII.6. Please, indicate what percent of the Short-term liability was "Account payables" in...:

Short-term liabilities (one year or less):	2002	2001	2000
Of which, percent as 'Account payables':	%	%	%

XIII.7. What was your establishment's sales revenue in 1997 (five years ago)? _____C\$ or _____US\$
(indicate if values are in 1/C\$ or 2/US\$) (NA -7 if the plant did not exist 5 years ago)

XIII.8.a. How much did your establishment spend on additional machinery, equipment, vehicles, land & buildings?

	Values in C\$ or US\$, for the years...		
	2002	2001	2000
Machinery and equipment (new and/or used)..... (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Land, buildings, improvement in leasehold (indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Vehicles.....(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2

b. Of this expenditure, was any of it spent on creating a new establishment? ___Yes...1 No...2

c. **IF YES**, what percent of expenditures of 2002 was used for this new establishment? _____%

XIII.9. Please provide the value of any equipment or property your establishment sold during the years...
(indicate if values are in 1/C\$ or 2/US\$)?

	Values in C\$ or US\$, for the years...		
	2002	2001	2000
Machinery, equipment and vehicles(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Land and buildings or leasehold(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2

XIII.10. How much did **your establishment** spend in leasing, depreciation, licenses and royalties ...(in C\$ or US\$)?

	Values in C\$ or US\$, for the years...		
	2002	2001	2000
Rent for machinery and equipment (if owned, please enter value of depreciation).....(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Rent for land or buildings (if owned, please enter value of depreciation).....(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Rent (lease) of vehicles....(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2
Royalty or license fees....(indicate if values are in 1/C\$ or 2/US\$)	1 2	1 2	1 2

XIII.11. How much did your establishment spend on **design or R&D** in 2002 as a percent of your total sales?
[Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.] _____%

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

CONTROL INFORMATION

Firm id: _____ **id_code** _____

City where the establishment is located: _____ **ciudad** _____

Administrative Region where the establishment is located: _____ **depto** _____

City where the headquarters is located: _____ **ciudsede** _____

Sector: _____ **sector** _____

- | | | |
|--------------------------|--|----------------|
| Garments _____ 1 | Rubber and plastic products _____ 7 | Shoes _____ 13 |
| Beverages _____ 2 | Minerals non metallic _____ 8 | |
| Chemicals _____ 3 | Textiles _____ 9 | |
| Food _____ 4 | Tobacco products _____ 10 | |
| Furniture _____ 5 | Wood product (excl furniture) _____ 11 | |
| Leather products _____ 6 | Metallic products (excl. machinery) _____ 12 | |