

**ENTERPRISE NUMBER.**

Rank nber (new firm>1000)	TL Initials
CODE 01	

**KENYA MANUFACTURING SURVEY**

**KENYA INSTITUTE OF PUBLIC POLICY RESEARCH AND ANALYSIS  
MINISTRY OF PLANNING AND NATIONAL DEVELOPMENT- CBS  
FEDERATION OF KENYA EMPLOYERS - FKE  
KENYA OF ASSOCIATION OF MANUFACTURES - KAM**

In association with

**REGIONAL PROGRAM ON ENTERPRISE DEVELOPMENT  
The World Bank**

SECTOR:

Agroindustry.....1  
 Bakery.....2  
 Chemicals and Paints.....3  
 Construction Materials.....4  
 Furniture.....5  
 Metals.....6  
 Machinery.....7  
 Paper, Printing, Publishing.....8  
 Plastic.....9  
 Textile.....10  
 Garments.....11  
 Leather.....12  
 Wood.....13

**CODE02**

LOCATION:

Nairobi.....1  
 Mombasa.....2  
 Nakuru.....3  
 Eldoret.....4  
 Kisumu.....5

**CODE03**

NAME OF FIRM: **CODE04**

ADDRESS: **CODE05**

TELEPHONES: **CODE061/CODE062**

TELEFAX: **CODE071**

EMAIL: **CODE072**

OWNER OF THE FIRM (FOR A PROPRIETORSHIP): **CODE08**

RESPONDENT: **CODE09**

RESPONDENT'S POSITION **CODE10**

PERSON TO CONTACT: **CODE11**

INTERVIEWER (S): **CODE12**

ENUMERATION VALIDATED BY:

**FIRST VISIT**

DATE AND TIME PROPOSED FOR THE VISIT

DAY	MONTH	TIME

**SECOND VISIT**

DATE AND TIME PROPOSED

DAY	MONTH	TIME

**DATE OF THE INTERVIEW**

DAY	MONTH	YEAR	TIME BEGUN	TIME FINISHED

**DATE OF THE INTERVIEW**

DAY	MONTH	YEAR	TIME BEGUN	TIME FINISHED

<input type="checkbox"/>	RESULT:	COMPLETED	1
		UNCOMPLETED	2
		NO CONTACT	3

<input type="checkbox"/>	RESULT:	COMPLETED	1
		UNCOMPLETED	2
		NO CONTACT	3

IF NOT COMPLETED, WHICH SECTIONS ARE NOT COMPLETED:

IF NOT COMPLETED, WHICH SECTIONS ARE NOT COMPLETED:

**TABLE OF CONTENTS**

SECTION I:	ENTREPRENEURSHIP/BUSINESS HISTORY
SECTION II:	TECHNOLOGY
SECTION III:	TRADE
SECTION IV:	INFRASTRUCTURE
SECTION V:	BUSINESS ENVIRONMENT
SECTION VI:	SALES/RAW MATERIALS/PRODUCTS/INVESTMENT
SECTION VII:	CREDIT AND FINANCE
SECTION VIII:	LABOR AND TRAINING
APPENDIX:	WORKER SURVEY

**DATA ENTRY**DATA ENTRY OPERATOR: CODE13

DATA ENTRY COMPLETED:

DAY	MONTH	YEAR

## **GENERAL INSTRUCTIONS TO ENUMERATORS AND FIELD COORDINATORS**

The questions in this survey should be answered by the owner or managing director. If the owner/managing director is not available, try to make an appointment with him/her at a later date to conduct the interview. With the owners/managing director's permission, other staff (e.g. the accountant) could answer parts of the questionnaire.

Before beginning the interview, thank the respondent for participating in this survey. Inform the respondent that the purpose of this survey is to gather data on firm characteristics across a wide range of firms (small, medium, large, foreign, local entrepreneurs) to evaluate productivity differentials across firms within a country and across countries. It is part of a study being conducted by the World Bank in collaboration with the Regional Program Enterprise Development to provide policy makers a strong firm perspective on ways to further improve the enabling environment for private firms and increase private investment in Kenya. Notably, the contribution of the business community in previous surveys led to strengthening of institutions in the financial sector, legal and regulatory sector, privatization, tax administration, Utility institutions among others. Emphasis has also been placed on fostering export growth and improving the infrastructure.

Also inform the respondent that the survey is not directly connected to any current project, and importantly, the information obtained here will be treated strictly confidentially, and neither the name of the respondent nor the name of the firm will be printed or used in any documents. The main results and tables will be aggregated to protect the confidentiality of the respondent's answers. Explain to the respondent, however, that we are happy to provide him/her with a final report of the results of the study, which will enable him/her to compare the firm's performance and experience with other firms in Kenya. Also inform the respondent that in order to know what specific programs and policies will assist the private sector and to assess the problems facing firms in Kenya, we have to ask some detailed and perhaps sensitive questions. The answers to these questions will be an important input when it comes to prescribing policies to improve the system.

### **IT IS IMPORTANT THAT YOU STRESS THE REASONS FOR THIS INTERVIEW AND ITS CONFIDENTIALITY.**

Please state all monetary values in Kenyan shilling. More generally, the enumerator should ensure that the unit of measurement is clearly recorded at all times and consistent throughout out the survey.

Explain to the respondent that the questionnaire consists of 8 sections. The first section deals with background information; Section 2 with technology; Section 3 with trade and exports; Section 4 with infrastructure; Section 5 with business environment; Section 6 with production, investment, and market statistics; Section 7 with finance and credit; and Section 8 with labor and worker training.

Throughout the questionnaire, we provide a short introduction to the different sections. This text should not necessarily be read to the respondent, but it is important that you explain its content.

Finally, inform the respondent that there are four types of questions: yes and no questions, questions with a fixed number of given alternatives, questions on quantitative information, and a few open-ended questions.

The sampling unit of this survey is the establishment rather than the firm. However, there are also a few items at the beginning of the questionnaire that relate to the firm to which a sampled establishment belongs. It is therefore important that enumerators have a clear grasp of the distinction between the two concepts and that they make sure the answers a respondent gives to each question relate to the right entity. An establishment is a production or service facility or unit with distinctive management and location. In the case of manufacturing industries, the term is synonymous with *plant* or *factory*. A company or a firm could have just one establishment or plant. It could also have two or more establishments or plants. The answers that respondents give to the first section of the questionnaire will reveal whether the enumerator is dealing with a single establishment or has approached the management of a multi-establishment company or firm. In a multi-establishment situation, most of the questions in the first section refer to the firm rather than any particular establishment of it, while questions in the rest of the questionnaire refer to one and only one of the establishments owned by the firm. In this case the enumerator must ensure that respondents give answers to questions in Section 2 onward *only* in relation to a particular establishment that has been identified by name or by location. This problem would not arise in a single-plant situation, because in that case responses to all items of the questionnaire would refer practically to the same entity.

PLEASE, MENTION HERE ANY OBSERVATION/COMMENT ON THE INTERVIEW AND PLEASE, DO NOT FORGET TO MENTION THE QUESTION AND THE SECTION IT REFERS TO.

OBSERVATIONS:

OBS1

OBS2

OBS3

OBS4

OBS5

OBS6

OBS7

OBS8

OBS9

OBS10

OBS11

OBS12

OBS13

OBS14

THIS SECTION DEALS WITH GENERAL QUESTIONS REGARDING THE FIRMS AND THE OWNER/MANAGING DIRECTOR'S BACKGROUND. WE ARE INTERESTED IN THIS TYPE OF INFORMATION TO BE ABLE TO ANALYSE CHARACTERISTICS THAT MAY AFFECT THE FIRMS PERFORMANCE AND WILLINGNESS TO INVEST.

#### A – COMPANY CHARACTERISTICS.

- 1.a. Is this establishment the headquarter of your firm ? S101A  
 Yes .....1 => **Go to question 2**  
 No .....2
- 1.b. If **NO**, in what city is your headquarters located? S101B  
 1) Nairobi                      5) Eldoret  
 2) Nakuru                      6) Other (Specify: S101BX)  
 3) Kisumu  
 4) Mombasa
2. Is this establishment part of a company with one or more other plants? S102  
 Yes .....1  
 No, it is a stand-alone firm...2  
**IF NO, GO TO QUESTION 6.**
3. How many plants/establishments does your firm operate? S1031  
 (a) in this industry/sector  
S1032  
 (b) in other industries/sectors
4. Where are these establishments located? S104A/B/C  
 Kenya .....1  
 East Africa (Uganda, Tanzania).....2  
 Other Africa.....3  
 Outside Africa.....4 **(UP TO 3 ANSWERS)**

**THE NEXT FEW QUESTIONS REFER TO THE PARENT COMPANY.**

5. What year did this establishment begin its operations? S105  
*(Refers to the parent company)*
6. What year did this firm start operations in Kenya? S106  
**YEAR**

7. What is the current legal status of your firm? S107  
 Publicly listed company .....1  
 Publicly held, limited company.....2  
 Private held, limited company.....3  
 Partnership.....4  
 Sole proprietorship .....5  
 Cooperative.....6  
 Other .....7  
 (specify S107X)
8. a. Are you listed on a stock exchange? S108A  
 YES.....1  
 NO.....2
- b. If **YES**, is your firm listed in ... stock exchange ? S108B  
 Nairobi .....1  
 London.....2  
 New-York .....3  
 Other .....4  
 (specify S108BX)
9. Is your firm part of a family of firms or an industrial group? S109  
 YES.....1  
 NO.....2
10. What percent of your firm is owned by:  
 (a) State (%) S110A  
 (b) Private sector (domestic) (%) S110B  
 (c) Foreign private sector--African (%) S110C  
 (d) Foreign private sector--Other (%) S110D  
 (e) Other (%) S110E  
 (specify S110EX)

**Total Must Add Up to 100 %**

**SECTION I – ENTREPRENEURSHIP AND BUSINESS HISTORY**

11. If your firm is not state-owned at the moment, was it previously?

Yes .....1  
No .....2

**S111**

**IF NO, GO TO QUESTION 13.**

12. If Yes, what year was your firm privatized?

**S112**

**GO TO QUESTION 14.**

**YEAR**

13. How was this firm acquired?

Established .....1  
Bought it .....2  
Inherited it .....3  
Other (Specify: **S113X**) .....4

**S113**

14. If you started up or acquired this firm, what percent of the start-up finance came from the following sources?

(a) Owner savings/internal funds (%) **S114A**  
(b) Equity, sale of stock (%) **S114B**  
(c) Bank loan (%) **S114C**  
(d) Family or friends (%) **S114D**  
(e) Money lenders (%) **S114E**  
(f) Other informal sources (Harambe/Roscas) (%) **S114F**  
(g) Other (%) **S114G**  
(specify **S114GX**)

**Total Must Add Up to 100 % (%) 100**

**B – LARGEST SHAREHOLDER.**

15. What percentage of your firm does the largest shareholder or owner own?

**PERCENT**

**S115**

16. (a) Which of the following best describes the largest shareholder or owner in your firm?

**S116A**

**CODES**

- |                            |                                                |
|----------------------------|------------------------------------------------|
| 1. Individual              | <b>6. Managers of the firm</b>                 |
| 2. Family                  | <b>7. Employees of the firm</b>                |
| <b>3. Domestic Company</b> | <b>8. Government or government agency</b>      |
| <b>4. Foreign Company</b>  | <b>9. Other (Specify <u><b>S116AX</b></u>)</b> |
| <b>5. Bank</b>             |                                                |

**IF ANSWER TO 16a IS 3-9, GO TO 17**

- (b) If the largest shareholder is an individual (or a family):

- (i) Is this principal owner also the manager/director?

Yes .....1  
No .....2

**S116B**

- (ii) Is the principal owner male?

Yes .....1  
No .....2

**S116C**

- (iii) What is the ethnic origin of the principal/majority owners?

African .....1  
Asian .....2  
Lebanese/Middle Eastern .....3  
European/American .....4  
Other .....5

**S116D**

- (iv) What is the nationality of the majority shareholder?

Kenyan .....1  
Ugandan .....2  
Tanzanian .....3  
Other African .....4  
Other Non-African .....5

**S116E**

- (v) If answer to q16 (iv) is 1, which part of Kenya does the principal owner of firm come from?

Coast.....1  
Nyanza.....2  
Coastal.....3  
Rift Valley.....4  
Western .....5  
Eastern .....6  
Nairobi .....7

S116F

- (vi) If the principal owner is not the managing director, where does the principal owner reside?

In the same location as firm.....1  
In Kenya but different cities.....2  
East Africa (Tanzania, Uganda).3  
Other Africa.....4  
Other .....5

S116G

(Specify: S116GX)

17. What is the highest level of education completed by the head (i.e., top manager) of this firm?

1 = None  
2 = Primary school  
3 = Mid School (Form II)  
4 = Secondary School  
5 = High School (A level)  
6 = Vocational Training, not included elsewhere (Polytechnic)  
7 = Technical Training (Professional Training)  
8 = University first degree (BA, BSc., etc.)  
9 = University post-grad degree (Masters, PhD, etc.)  
10 = Other university program

S117

## C – OWNER OF THE FIRM

### TO BE ANSWERED BY THE OWNER OF THE BUSINESS

18. What is the highest level of education completed by the owner of this firm?

1 = None  
2 = Primary school  
3 = Mid School (Form II)  
4 = Secondary School  
5 = High School (A level)  
6 = Vocation Training, not included elsewhere  
7 = Technical Training (Professional Training)  
8 = University first degree (BA, BSc., etc.)  
9 = University post-grad degree (Masters, PhD, etc.)  
10 = Other university program

S118

19. What year were you born?

YEAR

S119

20. a. Did you (the owner) ever work for a foreign-owned or foreign-managed firm?

Yes.....1

No.....2 =>GO TO 21

S120A

- b. If yes, how many **YEARS** did you work for these foreign firms

S120Y

21. How many **YEARS** of experience did you have in this industry prior to establishing or acquiring this business?

S121

22. Do you own any other business ?

Yes.....1

No.....2

S122

23. If YES, in what type of activity ?

Manufacturing.....1

General Commerce.....2

Other .....3

(Specify: S123X)

S123



**SECTION I – ENTREPRENEURSHIP AND BUSINESS HISTORY**

**D – NETWORKS**

24. Could you give details about "Who you Know", people you know by name and who you trust enough to talk freely about matters relating to your business...

	a. Approximately, how many people do you know in each of the following categories?	b. How many of these did you meet for the first time during the last two years?	c. How many people did you know in each category when you first started/acquired/ took over this business	d. How many of these belong to your ethnic group?
In the same line of business	<b>S124A1</b>	<b>S124B1</b>	<b>S124C1</b>	<b>S124D1</b>
In different line of business	<b>S124A2</b>	<b>S124B2</b>	<b>S124C2</b>	<b>S124D2</b>
Non-Kenyans based in Kenya	<b>S124A3</b>	<b>S124B3</b>	<b>S124C3</b>	<b>S124D3</b>
Based in other countries	<b>S124A4</b>	<b>S124B4</b>	<b>S124C4</b>	<b>S124D4</b>
Bank officials	<b>S124A5</b>	<b>S124B5</b>	<b>S124C5</b>	<b>S124D5</b>
Politicians	<b>S124A6</b>	<b>S124B6</b>	<b>S124C6</b>	<b>S124D6</b>
Civil servants	<b>S124A7</b>	<b>S124B7</b>	<b>S124C7</b>	<b>S124D7</b>

## SECTION II: TECHNOLOGY

**THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON THE LEVEL AND DEPTH OF TECHNOLOGY IN KENYA. DATA SOUGHT IN THIS SECTION WILL BE USED TO ASSESS THE STRENGTHS, WEAKNESSES AND CONSTRAINTS IN THE DIFFERENT AREAS OF TECHNOLOGY USE. THIS INFORMATION WILL GUIDE POLICY MAKERS ON CAPACITY BUILDING NEEDS AND PRESCRIBE POLICES THAT WILL IMPROVE TECHNOLOGY. THE DEFINITION OF TECHNOLOGY INCLUDES: TECHNOLOGY ASSOCIATED WITH PRODUCTION, INTELLECTUAL PROPERTY, INFORMATION TECHNOLOGIES, AND MANAGEMENT/QUALITY SYSTEMS I.E. SKILLS, KNOW-HOW.**

1. Has the firm invested in new technology in the past three years?

S201

Yes.....1

No.....2

2. Whether Yes or No, why did you do so?

S202A

S202B

S203

3. What is the impact of this new technology on your firm?

Increased Productivity.....1

Reduction in workforce.....2

Improvement in product quality....3

Other.....4

(Specify: S203X)

**MULTIPLE ANSWERS POSSIBLE-INORDER OF IMPORTANCE**

S204A

4. a) What percent of the workforce uses regularly a computer in their jobs? **PERCENT**

S204B

b) In which department are computers most commonly used ?

Administration ..... 1

Production ..... 2

Marketing ..... 3

Finance/Accounting ..... 4

Design..... 5

Other ..... 6

(Specify: S204BX)

5. List the products your firm produces:

(i) S205A

(ii) S205B

(iii) S205C

(iv) S205D

(v) S205E

6.a. Were any new products introduced in the last 3 years necessitating a change in the production process?

Yes.....1

No.....2

6.b. If YES, how many ?

S206A

S206B

6.c. Of the products listed in q5, what were the new products your firm introduced that involved changing the production process, in the last three years?

(i) S206C1

(ii) S206C2

(iii) S206C3

(iv) S206C4

(v) S206C5

**SECTION II: TECHNOLOGY**

7. Over the last three years, what were the leading ways in which your establishment acquired new technology?

Please identify which of the following is:

(a) The most important

**S2071**

b) The second most important

**S2072**

(c) The third most important

**S2073**

**CODES**

- 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 firm locally
- 6) Transferred from parent company
- 7) Developed in cooperation with client firms
- 8) Developed with equipment or machinery supplier
- 9) From a business or industry association
- 10) Trade Fairs
- 11) Study Tours
- 12) Consultants
- 13) From universities, public institutions
- 14) Adapted from competitors
- 15) Other

- a. Specify **S2071X**
- b. Specify **S2072X**
- c. Specify **S2073X**

8. Did you, **in the last 3 years**, .... your production process?

- Upgrade.....1  
Downgrade.....2  
None of the above.....3

**S208**

9. Did you, **in the last 3 years**, .... your equipment?

- Upgrade .....1

**S209**

- Downgrade.....2  
None of the above....

10.a. Did you, **in the last 3 years**, replace any of your equipment?

- YES = 1  
NO = 2 => **GO TO QUESTION 11**

**S210A**

10.b. If YES, purpose of the replacement ?

- Replace old equipment(with same type)....1  
Improve product quality.....2  
Improve efficiency of equipment.....3  
Introduce new products.....4  
Other .....5

**S210B**

(Specify: **S210BX**)

11.a. How much did your firm spend in R&D and design in 2002?

**KShs.**

**S211A**

11.b. How much did your firm spend in R&D and design in 2001?

**KShs.**

**211B**

### SECTION III: TRADE

IN THIS SECTION WE WOULD LIKE TO GATHER INFORMATION ON THE FIRM'S EXPORTS, IMPORTS AND OTHER TRADE TRANSACTIONS. DATA IN THIS SECTION WILL PROVIDE POLICY MAKERS WITH AN OVERVIEW OF THE CONSTRAINTS AFFECTING THE TRADE AND EXPORT SECTOR.

#### A - EXPORTS

1. Were any of your products directly exported in 2002?  
 Yes.....1  
 No.....2 => **GO TO QUESTION 8**

**S301**

2. Which year did you start exporting? **YEAR**

**S302**

3. Which year did you start exporting to the following regions ?

Regions	Year you first exported to this region /country
a. West Europe	<b>S303A</b>
b. East Europe and central Asia	<b>S303B</b>
c. North America (USA & Canada)	<b>S303C</b>
d. North Africa/Middle East	<b>S303D</b>
e. Other Asia	<b>S303E</b>
f. Uganda	<b>S303F</b>
g. Tanzania	<b>S303G</b>
h. Other Africa	<b>S303H</b>
I. Other	<b>S303I</b>

4. How were your exports of products distributed between regions of destination in 2002?

Regions	Percent of value of exports
a. West Europe	<b>S304A</b>
b. East Europe and central Asia	<b>S304B</b>
c. North America (USA & Canada)	<b>S304C</b>
d. North Africa/Middle East	<b>S304D</b>
e. Other Asia	<b>S304E</b>
f. Uganda	<b>S304F</b>
g. Tanzania	<b>S304G</b>
h. Other Africa	<b>S304H</b>
I. Others	<b>S304I</b>

**Total Must Add Up to 100 %**

5. Which countries are the biggest destinations for your exports (2002)?  
 (Rank by Decreasing Order)

a) **S305A**

b) **S305B**

c) **S305C**

**SECTION III: TRADE**

6. Please answer the following questions about export-related facilities:

Facilities	Does your firm use this export benefit?  Yes.....1 No.....2	Compared to when the facility was not available or used by your firm?  1= do you export more ? 2 = do you export the same amount 3= Do you export less	Comments For example: Give reason why they do not use the facility. • Delays in days • Administrative Costs • Don't know about the service, etc.
a) Manufacture-under-Bond Scheme	S306A1	S306A2	S306A3
b) Customs Duty Drawback	S306B1	S306B2	S306B3
c) Duty suspension on imported inputs	S306C1	S306C2	S306C3
d) Bonded warehouse or similar scheme	S306D1	S306D2	S306D3
e) Profit Tax Exemption	S306E1	S306E2	S306E3
f) Export Credit Guarantee	S306F1	S306F2	S306F3
g) EPZ	S306G1	S306G2	S306G3
h) Export Promotion Project Office (EPPO)	S306H1	S306H2	S306H3
i) Africa Growth and Opportunity Act (AGOA)	S306I1	S306I2	S306I3
j) Other (SPECIFY <u>S306JX</u> )	S306J1	S306J2	S306J3

**SECTION III: TRADE**

7. Please specify the average time and cost of clearing an outgoing container through a port (e.g., Mombasa Port).

Size of container	Time taken to clear(including pre-shipment inspection) (Days)	Longest time last year (Days)	Cost? KShs (including bribes)
20 foot	<b>S307A1</b>	<b>S307B1</b>	<b>S307C1</b>
40 foot	<b>S307A2</b>	<b>S307B2</b>	<b>S307C2</b>

**B - IMPORTS**

8. Were any of your raw materials directly imported in 2002?

Yes .....1

No .....2 => **GO TO QUESTION 13**

**S308**

9. How were your imports of raw materials distributed between regions of origin in 2002?

	Regions	Percent of value of imports (%)
a.	West Europe	<b>S309A</b>
b.	East Europe and central Asia	<b>S309B</b>
c.	North America (USA & Canada)	<b>S309C</b>
d.	North Africa/Middle East	<b>S309D</b>
e.	Other Asia	<b>S309E</b>
f.	Uganda	<b>S309F</b>
g.	Tanzania	<b>S309G</b>
h.	Other Africa	<b>S309H</b>
i.	Others	<b>S309I</b>

10. Which year did you start importing from the following regions?

	Regions	Year you first imported from this region
a.	West Europe	<b>S310A</b>
b.	East Europe and central Asia	<b>S310B</b>
c.	North America (USA & Canada)	<b>S310C</b>
d.	North Africa/Middle East	<b>S310D</b>
e.	Other Asia	<b>S310E</b>
f.	Uganda	<b>S310F</b>
g.	Tanzania	<b>S310G</b>
h.	Other Africa	<b>S310H</b>
i.	Others	<b>S310I</b>

11. Do you use a clearing agent

Yes .....1

No .....2

**S311**

**SECTION III: TRADE**

12. Please specify the average time and cost of clearing an incoming container through a port (e.g., Mombasa Ports).

Size of container	Time taken to clear (Days)	Longest time last year (Days)	Cost? KShs (including bribes)
20 foot	S312A1	S312B1	S312C1
40 foot	S312A2	S312B2	S312C2

**C – IMPORTS/EXPORTS PROCEDURES**

13. Please evaluate, using the indicated scale of 1 to 5 your perception of the following services and procedures.

Issue	Please evaluate with this scale: No problem..... 1 Minor problem ..... 2 Average problem... 3 Major problem..... 4 Severe Problem ..... 5	Comments:
(a) Customs clearance for imported materials, parts and equipment	<b>S313A</b>	<b>S313AX</b>
(b) Customs clearance and procedures related to exports, e.g pre-shipment inspection.	<b>S313B</b>	<b>S313BX</b>
(c) Port (including airport) operations and administration	<b>S313C</b>	<b>S313CX</b>
(d) International airport and air services	<b>S313D</b>	<b>S313DX</b>
(e) International shipping services (excluding air)	<b>S313E</b>	<b>S313EX</b>
(f) Telecommunication links with foreign suppliers and customers	<b>S313F</b>	<b>S313FX</b>

**SECTION IV: INFRASTRUCTURE**

**THIS SECTION DEALS WITH YOUR PERCEPTION OF, AND EXPERIENCE WITH, PUBLICLY PROVIDED INFRASTRUCTURE IN KENYA (I.E., UTILITIES AND TRANSPORT, WHETHER PROVIDED BY PUBLIC OR PRIVATE ORGANISATIONS).**

1. Is this establishment located in an industrial estate (where the government or the private sector provides the infrastructure)?

Yes .....1  
No .....2

**S401**

2. What is your perception of infrastructure services received from providers?

	<p>Please rank on a scale of 1 to 5 with the following meaning:</p> <p>Do not need.....0 Very Good.....1 Good .....2 Average.....3 Poor.....4 Very poor.....5 Not Available in the area...6</p>
(a) Electricity	<b>S402A</b>
(b) Water	<b>S402B</b>
(c) Roads	<b>S402C</b>
(d1) Mobile Telecoms	<b>S402D1</b>
(d2) Land Telecoms	<b>S402D2</b>
(e) Waste Disposal	<b>S402E</b>
(f) Security (Police)	<b>S402F</b>
(g) Postal Service	<b>S402G</b>
(h) Air Freight Services	<b>S402H</b>
(i) Trucking Services	<b>S402I</b>
(j) Railways	<b>S402J</b>

3. Based on your experience over the **last two years**, what was the actual duration of time from the day you applied to the day you received the service. And was a gift or informal payment asked for or expected to obtain each of the following:

	Wait (DAYS)	Gift asked for/expected 1 = Yes 2 = No	If Yes, Value (KShs.)
(a) Mainline telephone connection	<b>S403A1</b>	<b>S403B1</b>	<b>S403C1</b>
(b) Electrical Connection	<b>S403A2</b>	<b>S403B2</b>	<b>S403C2</b>
(c) Construction Permit	<b>S403A3</b>	<b>S403B3</b>	<b>S403C3</b>
(d) Import License	<b>S403A4</b>	<b>S403B4</b>	<b>S403C4</b>
(e) Trading License	<b>S403A5</b>	<b>S403B5</b>	<b>S403C5</b>

4. Electricity

- (a) Did the firm provide its own power infrastructure? (excluding generators)

Yes .....1

No .....2 => **GO TO QUESTION 4C.**

**S404A**

- (b) Does this firm have its own: Yes ...1/No...2

Solar Power

**S404B1**

Hydro Power

**S404B2**

Other

**S404B3**

(Specify **S404B3X**)



**SECTION IV: INFRASTRUCTURE**

(c) Does the firm own one or more generators?

Yes .....1

No .....2 => **GO TO 4F.**

**S404C**

(1) If yes, what is the cost of the most recent generator purchased?

**KShs.**

**S404C1**

(2) Which year did you purchase the generator?

**YEAR**

**S404C2**

(3) Did you ever sell the output of this generator to other neighboring companies?

Yes ...1/No...2

**S404C3**

**S404C41**

(4) If YES, implied revenue for your firm in **YEAR**

**KShs.**

**S404C42**

(d) What percentage of annual electricity use was self-generated in 2001?

**PERCENT**

**S404D**

(e) What was the estimated annual cost in 2001 of generator fuel?

**KShs.**

**S404E**

(f) If you use power from KPLC what is your average cost per Kwh? *(Include V.A.T)*

**KShs.**

**S404F**

(g) What percent of your production or merchandise value is lost due to power outages or surges from the public grid? *(Please include losses due to lost production time from the outage, time needed to reset machines and production that may be ruined due to processes being interrupted.)*

**PERCENT**

**S404G**

(h) On how many days last year did your establishment experience the following and how long did it last?

	<b>DAYS</b>	<b>Average Duration (HOURS)</b>
Power fluctuations	<b>S404H1</b>	<b>S404H3</b>
Power Outages	<b>S404H2</b>	<b>S404H4</b>

5. Equipment.

(a) Was any of your equipment damaged or destroyed because of power fluctuations?

Yes .....1

No .....2 => **GO TO QUESTION 6**

**S405A**

(b) If YES, please give an estimate of the value of the damaged equipment

**KShs.**

**S405B**

6. Water

a) For how many days last year did you experience insufficient water supply?

**DAYS**

**S406A**

b) How many hours did each interruption last on average?

**HOURS**

**S406B**

7. Did the firm do any of the following? *Yes...1/No...2*

(a) Build its own borehole or well?

**S407A**

(b) Build its own water infrastructure?

**S407B**

(c) Share its well with other firms or community?

**S407C**

(d) If yes to any above, what percentage of annual water consumption is self-provided? **PERCENT**

**S407D**

**SECTION IV: INFRASTRUCTURE**

(e) What was the annual cost of this self-provided water in 2001? **KShs.** **S407E**

(f) If your firm uses the public water system, what is the cost per unit m<sup>3</sup>? **KShs.** **S407F**

**8. Telecommunications**

(a) How much did this firm spend on providing its own telecoms infrastructure? (e.g. telephone sets, switchboard, installation charges, etc) specify year

**YEAR** **S408A1** **KShs.** **S408A2**

(b) Does this firm have Internet access?  
Yes.....1  
No.....2 **S408B**

(c) Does your enterprise regularly use in its interactions with clients and suppliers? Yes...1 / No...2

Mobile phone? **S408C1**

E-mail? **S408C2**

Website? **S408C3**

d) How many days last year did your establishment NOT have main telephone service available?

**DAYS** **S408D**

e) How many hours did each interruption last on average?

**HOURS** **S408E**

9.a. Total spending on security infrastructure (e.g., fences, alarms, vehicles, etc.) for the last five years? **KShs.** **S409A**

9.b. How much did you spend in 2002 on security infrastructure ? **KShs.** **S409B**

**10. Transport & Services**

Fill in the boxes below indicating whether your firm provides its own roads, transportation, waste disposal or any other services.

Yes.....1

No.....2

(a) roads? **S410A**

(b) transportation for workers? **S410B**

(c) freight transport? **S410C**

(d) waste disposal? **S410D**

(e) other? **S410E**  
(Specify: **S410EX**)

11. a. How do you arrange transport services for the delivery of finished products or raw materials? **(multiple answers possible)** **S411A/B/C**

Directly contract with transporting company.....1

Hire transport intermediary (e.g. freight forwarder)..2

Own transportation.....3

Other (Specify: **S411AX/BX/CX**)...4

**SECTION IV: INFRASTRUCTURE**

11 b. If answer to 11.a is 1 or 2, how frequently are transport services late in dropping off/picking up cargo at your plant for delivery?

	<b>Outbound</b>		<b>Inbound</b>	
	Sales to domestic markets/firms	Exports	Supplies from domestic sources	Direct Imports
Percentage of times	<b>S411B1</b>	<b>S411B3</b>	<b>S411B5</b>	<b>S411B7</b>
If late, Main reasons?	<b>S411B2</b>	<b>S411B4</b>	<b>S411B6</b>	<b>S411B8</b>

12. In the last year, what is the average and maximum number of days that your shipment arrived late:

*12 a). At the gateway port in comparison with your planned schedule?*

	<b>Imports at Gateway port (DAYS)</b>	<b>Exports at Gateway port (DAYS)</b>
Average delay in the last year	<b>S412A1</b>	<b>S412A3</b>
Maximum delay in the last year	<b>S412A2</b>	<b>S412A4</b>

*12 b) At final destination (domestic and/ or international) in comparison with your planned schedule (in addition to the delay at arriving at the port for exports if applicable)?*

	<b>Final destination (domestic) DAYS</b>	<b>Final destination (international) DAYS</b>
Average delay in the last year	<b>S412B1</b>	<b>S412B3</b>
Maximum delay in the last year	<b>S412B2</b>	<b>S412B4</b>

13. In the last year, have **outgoing** shipments been rejected/ returned/ taken at discount prices because they reached late?

	<b>Rejected</b>	<b>Returned</b>	<b>Discounted</b>
As Percentage of Shipments	<b>S413A</b>	<b>S413B</b>	<b>S413C</b>

**SECTION IV: INFRASTRUCTURE**

14 a. **In the last year**, what percentage of your shipment and its corresponding value got lost and/or were damaged due to the following?

	Domestic transportation	International transportation
<b>Total</b> (% of shipment value lost or damaged last year)	<b>S414A1</b>	<b>S414A4</b>
MAIN REASON (USE CODES BELOW)	<b>S414A201</b>	<b>S414A501</b>
SECOND REASON (USE CODES BELOW)	<b>S414A3</b>	<b>S414A6</b>

**Codes.**

Theft.....1	Inclement weather.....5
Accident.....2	Other.....6
Damage during loading, unloading.....3	
Damage due to delays.....4	

b. If you experienced cargo loss and/or damage, did you receive adequate compensation from the transport operator?

Yes.....1 => **GO TO QUESTION 15**

No.....2

Use my own transport....3

**S414B**

c. **IF NO**, what is the most common reason given?

1. no carrier liability regime

2. carrier liability regime exists but not effectively enforced

3. limits of liability too low

4. Other (Specify **S414C**)

**S414C**

d. If none of them, have you been compensated by your own insurance?

Yes.....1

No.....2

**S414D**

**SECTION IV: INFRASTRUCTURE**

15. Please estimate your firm's costs (as a percent of its total sales) of :

(a) Providing security (equipment, personnel, etc., excluding "protection payments")      **PERCENT**

**S415A**

(b) Making "protection" payments?      **PERCENT**

**S415B**

(c) Reducing pilferage by workers      **PERCENT**

**S415C**

16. a) Did you lose any sales in last year (2002) due to theft, robbery, vandalism or arson?

Yes.....1

**S416A**

No.....2 => **GO TO NEXT SECTION**

**IF YES:**

b) What was the sales loss as a percentage of total sales ?      **PERCENT**

**S416B**

c) How many incidents of theft, robbery or vandalism did you have in 2002?

**S416C**

d) How many of these incidents did you report to the police?

**S416D**

e) How many of these reported incidents was solved (that is, the perpetrator was caught, etc.)?

**S416E**

## SECTION V: BUSINESS ENVIRONMENT

**IN THIS SECTION, WE WOULD LIKE TO KNOW YOUR PERCEPTIONS OF THE BUSINESS ENVIRONMENT, THE FUTURE ECONOMIC AND POLITICAL CLIMATE OF KENYA, AS WELL AS YOUR INVESTMENT CONFIDENCE.**

### A - BUSINESS ENVIRONMENT

1. 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 five-point scale where:

*0 = No obstacle 1 = Minor obstacle 2=Moderate Obstacle 3=Major Obstacle 4=Very Severe Obstacle DK = Don't know NA=Not applicable*

	Issue	Rating
A	Telecommunications	<b>S501A</b>
B	Electricity	<b>S501B</b>
C	Transportation	<b>S501C</b>
D	Access to land	<b>S501D</b>
E	Tax rates	<b>S501E</b>
F	Tax administration	<b>S501F</b>
G	Customs & trade regulations	<b>S501G</b>
H	Labor regulations	<b>S501H</b>
I	Skills/education of workers	<b>S501I</b>
J	Business licensing & operating permits	<b>S501J</b>
K	Access to Finance (e.g. collateral)	<b>S501K</b>
L	Cost of Finance (e.g. interest rates)	<b>S501L</b>
M	Economic & Regulatory Policy Uncertainty	<b>S501M</b>
N	Macroeconomic Instability (inflation, exchange rates)	<b>S501N</b>
O	Corruption	<b>S501O</b>
P	Crime, theft, disorder	<b>S501P</b>
Q	Anti-competitive or informal practices	<b>S501Q</b>

2. How would you generally rate the efficiency of government or councils in delivering services (e.g., public utilities, public transportation, security, education, and health).

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

**S502**

### B - PUBLIC SERVICE REGULATIONS AND EFFICIENCY

3. In a typical week, what percentage of senior management's time 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.?

**PERCENT**

**S503**

4. We have heard that firms are often required to make informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services, and others.

- a) In 2002, what would you estimate as the total amount spent by a typical establishment in your industry in "unofficial payments" for the following services?

Services	Costs KShs
Public Utilities i.e. Power, Water and Sewage and Telephone	<b>S504A1</b>
Licenses from government institutions e.g. City Council	<b>S504A2</b>
Other(Specify: <b>S504A3X</b> )	<b>S504A3</b>

- b) How much do you estimate unofficial payments are as a percentage of annual revenue in a typical firm in your industry ?

**PERCENT**

**S504B**

**SECTION V: BUSINESS ENVIRONMENT**

**SECTION V: BUSINESS ENVIRONMENT**

5. In many countries, firms are said to give unofficial, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. Using the following scale, to what extent have the following practices had a direct impact on your business?

(DK=Don't know 0 = No Impact 1 = Minor impact 2 = Moderate impact 3 = Major Impact 4 = Decisive Impact NA=Not Applicable)

	<b>Payments to Public Officials</b>	<b>Rank</b>
<i>a</i>	Parliamentarians: to affect their votes	<b>S505A</b>
<i>b</i>	Government officials: to affect the content of government decrees	<b>S505B</b>
<i>c</i>	Judges: to affect the decisions of criminal court cases	<b>S505C</b>
<i>d</i>	Judges: to affect the decisions in commercial cases	<b>S505D</b>
<i>e</i>	Central bank officials: to affect central bank policies and decisions	<b>S505E</b>
<i>f</i>	Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	<b>S505F</b>

**C - REGULATIONS**

- 6.a. On average, how many days last year were spent in inspections and mandatory meetings with officials of each of the following agencies (national, regional and local) in the context of regulation of your business? And what were the costs associated with these interactions?

Agency	Number of visits/required meetings with officials	Average duration of a typical visit in HOURS	% by Local authorities	Total cost of fines/value of goods seized?  <b>KShs</b>	Was gift or Informal Payment requested? 1=Yes, 2=No	If Yes, how much did you have to pay?  <b>KShs</b>
Taxation Authorities	<b>S506V1</b>	<b>S506D1</b>	<b>S506I1</b>	<b>S506L1</b>	<b>S506C1</b>	<b>S506G1</b>
Labor and Social Security	<b>S506V2</b>	<b>S506D2</b>	<b>S506I2</b>	<b>S506L2</b>	<b>S506C2</b>	<b>S506G2</b>
Health Inspectorate	<b>S506V3</b>	<b>S506D3</b>	<b>S506I3</b>	<b>S506L3</b>	<b>S506C3</b>	<b>S506G3</b>
Bureau of Standards	<b>S506V4</b>	<b>S506D4</b>	<b>S506I4</b>	<b>S506L4</b>	<b>S506C4</b>	<b>S506G4</b>
Municipal Authorities	<b>S506V5</b>	<b>S506D5</b>	<b>S506I5</b>	<b>S506L5</b>	<b>S506C5</b>	<b>S506G5</b>
Fire and Building Safety	<b>S506V6</b>	<b>S506D6</b>	<b>S506I6</b>	<b>S506L6</b>	<b>S506C6</b>	<b>S506G6</b>
Sanitation/Epidemiology	<b>S506V7</b>	<b>S506D7</b>	<b>S506I7</b>	<b>S506L7</b>	<b>S506C7</b>	<b>S506G7</b>
Environmental agencies	<b>S506V8</b>	<b>S506D8</b>	<b>S506I8</b>	<b>S506L8</b>	<b>S506C8</b>	<b>S506G8</b>
<b>TOTAL, all agencies</b>				<b>S506L9</b>		<b>S506G9</b>



**SECTION V: BUSINESS ENVIRONMENT**

6.b. What are the different licenses needed by your business to operate?

	Do you need this License/permit ?	How long does it take to get a ...		Cost of bribes? KShs	Did you pay bribe?
	Yes = 1 No = 2	Without bribe (Days)	With bribe (Days)		Yes = 1 No = 2
a. Single business permit	S506M1	S506N1	S506O1	S506P1	S506Q1
b. Trade license	S506M2	S506N2	S506O2	S506P2	S506Q2
c. Expatriate Work Permit	S506M3	S506N3	S506O3	S506P3	S506Q3
d. Import License	S506M4	S506N4	S506O4	S506P4	S506Q4
e. Other (Specify: <b>S506X</b> )	S506M5	S506N5	S506O5	S506P5	S506Q5

7. When establishments in your industry do business with the government or local council, how much of the contract value is typically expected in gifts or informal payments to secure the contract? **PERCENT**

**S507**

8. Think about national laws and regulations enacted in the **last two years** that have had a substantial impact on your business:

(a) Did your firm seek to lobby government or otherwise influence the content of laws or regulations affecting it?

Yes .....1

No .....2

**S508A**

(b)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? (first column in table below)

(DK=Don't know NA = Not applicable 1 = Minor influence 2 = Moderate influence 3 = Major influence 4 = Decisive influence )

- c) What type of *regulation or law* do these groups have influence over? (second column in table below)

(1 = Trade/customs, 2 = Tax level/administration,  
3 = Labor laws/regulations, 4 = Land regulations,  
5 = Other, (specify \_\_\_\_\_))

Groups that influenced regulations/laws	Level of influence	Type of Reg/law
a) Your firm	<b>S508B1</b>	<b>S508C1/ S508C1X</b>
b) Other domestic firms	<b>S508B2</b>	<b>S508C2/ S508C2X</b>
c) Dominant firms or conglomerates in key sectors of the economy	<b>S508B3</b>	<b>S508C3/ S508C3X</b>
d) Individuals or firms with close personal ties to political leaders	<b>S508B4</b>	<b>S508C4/ S508C4X</b>
e) Foreign firms	<b>S508B5</b>	<b>S508C5/ S508C5X</b>
f) Business associations	<b>S508B6</b>	<b>S508C6/ S508C6X</b>
g) Labor unions	<b>S508B7</b>	<b>S508C7/ S508C7X</b>
h) Organized crime	<b>S508B8</b>	<b>S508C8/ S508C8X</b>
i) Regional or local government	<b>S508B9</b>	<b>S508C9/ S508C9X</b>
j) Military	<b>S508B10</b>	<b>S508C10/ S508C10X</b>
k) International development agencies or foreign governments	<b>S508B11</b>	<b>S508C11/ S508C11X</b>

9. Recognizing the difficulties many firms face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical firm in your area of activity reports for tax purposes?

**PERCENT**

**S509**

## SECTION V: BUSINESS ENVIRONMENT

### E - INVESTMENT DECISION

Further private investment is partly determined by the predictability of government policies on key issues that affect private sector development. We would like to know whether you expect the present policies to be strengthened, to remain unchanged or to be reversed.

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

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

S510

11. "I am confident that the judicial system will enforce my contractual and property rights in business disputes." To what degree do you agree with this statement?

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

S511

12. Please indicate your opinion of the likelihood of consistency of the following policies over the next 3 years, on a scale of 1-5. (1 = very consistent, 2 = fairly consistent, 3 = cannot say, 4 = fairly inconsistent, and 5 = very inconsistent)

Policy	Rank
1. Attraction of foreign investment	S512A
2. Privatization of state owned enterprises	S512B
3. Liberalization of trade	S512C
4. Liberalization of foreign exchange transactions	S512D
5. Improvement of tax administration	S512E
6. Flexible policy on employment of foreign workers	S512F
7. Improvement of the infrastructure facilities	S512G
8. Specific incentives for investments	S512H
9. Lowering bank interest rates	S512I
10. Promoting locally produced goods and services	S512J

Macroeconomic performance has a bearing on private sector development through its effects on investment levels, sales volumes and rate of return on investment. We would like to know your expectations on the macroeconomic indicators listed below.

13. (a) Please indicate whether there is likely to be a change in the following over the next 3 years, on a scale of 1-5: (1 = very likely, 2 = likely, 3 = uncertain, 4 = unlikely, 5 = very unlikely)

Economic Indicator	Rank
1. Increase in the exchange rate (KSh/US\$)	S513A
2. Increase in the inflation rate	S513B
3. Overall increase in tax rates	S513C
4. Increase in GDP growth rate	S513D

13. (b). Are you more optimistic today than one year ago regarding profits in the near future?

Yes = 1  
No = 2

S513E

- 13.(c) How much do you plan to invest in the next year?

S513E01

14. (a) Is your establishment/firm a member of a business association or chamber of commerce?

Chamber of commerce.....1  
Sectoral Association/Foundation.....2  
(Specify Name: S514X1/X2/X3)  
Other General Association.....3

S514A1/A2/A3

- (b) Please indicate which services are provided by the business association or chamber you most closely associate with, and how important each service is to your firm.

(NP = Not provided 0= no value; 1= minor value; 2= moderate value; 3 = major value; 4= critical value to your firm)

Service	Value
(a) Lobbying government	S514B1
(b) Resolution of disputes (with officials, workers or other firms)	S514B2
(c) Information and/or contacts on domestic product and input markets	S514B3
(d) Information and/or contact on international product and input markets	S514B4
(e) Accrediting standards or quality of products; reputational benefits	S514B5
(f) Information on government regulations	S514B6

**SECTION V: BUSINESS ENVIRONMENT**

15. What are the three biggest obstacles to doing business in Kenya?

**DO NOT READ THESE RESPONSES TO THE RESPONDENT, ASK THE QUESTION AND LET HIM/HER TELL YOU THE PROBLEMS. THEN CODE APPROPRIATE OR WRITE IN THE OTHER PROBLEMS BELOW.**

NO PROBLEMS .....	0
OWNERSHIP REGULATIONS.....	1
TAX REGULATIONS AND/OR HIGH TAXES.....	2
SKILLED LABOR SHORTAGE .....	3
LABOR REGULATIONS.....	4
OBTAINING LAND AND BUILDINGS .....	5
FOREIGN CURRENCY REGULATIONS .....	6
LACK OF BUSINESS SUPPORT SERVICES .....	7
INADEQUATE SUPPLY OF INFRASTRUCTURE .....	8
UTILITY PRICES.....	9
INADEQUATE ACCESS TO CREDIT .....	10
IMPORT REGIME .....	11
HIGH COLLATERAL REQUIREMENTS .....	12
HIGH INTEREST RATES.....	13
INSUFFICIENT DEMAND FOR MY PRODUCTS.....	14
COMPETITION FROM IMPORTS.....	15
CRIME AND THEFT .....	16
OFFICIAL CORRUPTION .....	17
REGULATIONS FOR STARTING A BUSINESS, NEW OPERATIONS OR EXPANSION.....	18
BUREAUCRATIC BURDEN .....	19
SMUGGLING.....	20
COUNTERFEIT GOOD.....	21
OTHER (SPECIFY) .....	22

First	Second	Third
<b>S515A</b>	<b>S515B</b>	<b>S515C</b>
If 22 (Other) Specify: <b>S515AX</b>	If 22 (Other) Specify: <b>S515BX</b>	If 22 (Other) Specify: <b>S515CX</b>

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON SALES, RAW MATERIAL PURCHASES, AND INVESTMENT LEVELS. TO COMPARE FIRMS ACROSS SECTORS AND TO EVALUATE THE DIFFERENT CONSTRAINTS FACING FIRMS IN KENYA, WE NEED INFORMATION ON SALES AND THE LEVEL OF INVESTMENTS. DATA IN THIS SECTION MUST BE REPORTED IN ANNUALIZED FIGURES. IF THE FIRM IS UNABLE TO PROVIDE ANNUAL DATA, THE INTERVIEWER SHOULD GENERATE ESTIMATED ANNUAL FIGURES BY USING A SEPARATE WORKSHEET.

**A - SALES**

1. What percentage of your annual domestic sales last year (i.e., 2002) were sold to:

**IF 2002 is not available, please specify for which year the data refer to**

**S601YEAR** \_\_\_\_ **NB: THIS YEAR MUST BE THE SAME ALL OVER THE SECTION**

- |                                                |                |
|------------------------------------------------|----------------|
| (a) the government                             | <b>S601A</b> % |
| (b) state-owned or controlled enterprise       | <b>S601B</b> % |
| (c) multinationals located in your country     | <b>S601C</b> % |
| (d) your parent company or its subsidiaries    | <b>S601D</b> % |
| (e) large domestic firms (300 or more workers) | <b>S601E</b> % |
| (f) other (small firms, individuals)           | <b>S601F</b> % |

**Total Must Add Up to 100 %**

2. For 2001 and 2002, what % of annual sales revenue of your firm was sold as:

	<b>2002</b>	<b>2001</b>
Direct exports	<b>S602A</b> %	<b>S602D</b> %
Exports through a distributor	<b>S602B</b> %	<b>S602E</b> %
Sales to domestic units	<b>S602C</b> %	<b>S602F</b> %

3. Complete the following sales information for the last financial year (i.e., 2002) about the **five most important** (by share sales revenue) products sold by your firm.

**IF 2002 is not available, please specify for which year the data refer to**

**S603YEAR**

**NB: YEAR MUST BE THE SAME AS IN QUESTION 1**

a) Description	b) Unit	c) Quantity sold as per units stated	d) Total value of sales KShs (including Exports)	e) Percent of exports in value of total sales %	f) Sales of product as percent of total annual sales of the firm %
<b>1) S603X1X</b>	<b>S603B1X</b>	<b>S603C1</b>	<b>S603D1</b>	<b>S603E1</b>	<b>S603F1</b>
<b>2) S603X2X</b>	<b>S603B2X</b>	<b>S603C2</b>	<b>S603D2</b>	<b>S603E2</b>	<b>S603F2</b>
<b>3) S603X3X</b>	<b>S603B3X</b>	<b>S603C3</b>	<b>S603D3</b>	<b>S603E3</b>	<b>S603F3</b>
<b>4) S603X4X</b>	<b>S603B4X</b>	<b>S603C4</b>	<b>S603D4</b>	<b>S603E4</b>	<b>S603F4</b>
<b>5) S603X5X</b>	<b>S603B5X</b>	<b>S603C5</b>	<b>S603D5</b>	<b>S603E5</b>	<b>S603F5</b>

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

4. What percentage share of the national market is held by your main product line?

**PERCENT**

**S604**

**B - RAW MATERIAL PURCHASES:**

5. At the time you receive delivery of your most important input or supply, how many days of inventory do you typically have on hand?

**DAYS**

**S605**

6. What percentage of sales was lost last year due to:

	Domestic sales	Exports
Delivery delays from supplier	<b>S606A %</b>	<b>S606D %</b>
delays in transportation services?	<b>S606B %</b>	<b>S606E %</b>
Other causes	<b>S606C %</b>	<b>S606F %</b>

7. Ask the following information about the **five most important** raw materials (in terms of volume of total raw material purchases) for the latest financial year

**IF 2002 is not available, please specify for which year the data refer to**    **S607YEAR**    **NB: YEAR MUST BE THE SAME AS IN QUESTIONS 1 AND 3.**

a) Description	b) Unit	c) Total quantity of purchases in 2002 as per units stated	d) Value of total annual purchases KShs	e) Percentage share of this material in annual purchase of all raw materials of this firm (%)	f) Percent share of imports if any, in the value of purchases of this material (%)
<b>1) S607X1X</b>	<b>S607B1X</b>	<b>S607C1</b>	<b>S607D1</b>	<b>S607E1</b>	<b>S607F1</b>
<b>2) S607X2X</b>	<b>S607B2X</b>	<b>S607C2</b>	<b>S607D2</b>	<b>S607E2</b>	<b>S607F2</b>
<b>3) S607X3X</b>	<b>S607B3X</b>	<b>S607C3</b>	<b>S607D3</b>	<b>S607E3</b>	<b>S607F3</b>
<b>4) S607X4X</b>	<b>S607B4X</b>	<b>S607C4</b>	<b>S607D4</b>	<b>S607E4</b>	<b>S607F4</b>
<b>5) S607X5X</b>	<b>S607B5X</b>	<b>S607C5</b>	<b>S607D5</b>	<b>S607E5</b>	<b>S607F5</b>

8. Approximately what percent of annual purchases of raw materials by your firm was from the following sources?

(a) your direct imports

(b) imported by distributors

(c) bought from domestic producers

**Total**

<b>2002</b>	<b>2001</b>
<b>S608A %</b>	<b>S608D %</b>
<b>S608B %</b>	<b>S608E %</b>
<b>S608C %</b>	<b>S608F %</b>
<b>100%</b>	<b>100%</b>

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

9. What percent of your purchased material inputs are below your acceptable quality standards **last year** (e.g, damaged supplies, lower than expected standard of goods, etc.) ?

**S609**      **Percent**

**C - FINISHED PRODUCTS**

10. How many days does your firm stock inventory of your most important product? (Important product in terms of sales volume)

**S610**      **Days**

11. For your main product line on the domestic market, estimate the number of competitors, suppliers, and buyers you have, and state whether they are domestic or foreign owned.

	Domestic Private Firms	Domestic State-Owned Firms	Foreign-Owned Firms
(a) Competitors	<u><b>S611A1</b></u>	<u><b>S611B1</b></u>	<u><b>S611C1</b></u>
(b) Suppliers	<u><b>S611A2</b></u>	<u><b>S611B2</b></u>	<u><b>S611C2</b></u>
(c) Buyers	<u><b>S611A3</b></u>	<u><b>S611B3</b></u>	<u><b>S611C3</b></u>

- 12.1. According to you, what are the two most important factors that make YOUR COMPANY more competitive than its main competitor ?

1. **S61221**      2. **S61222**      *(Do not read out this, code after the responder answers)*

- |                                                    |                                                            |
|----------------------------------------------------|------------------------------------------------------------|
| 1. LOWER INPUT PRICE                               | 9. BETTER DISTRIBUTION NETWORK                             |
| 2. LOWER PRODUCT PRICE                             | 10. BETTER FINANCIAL SITUATION                             |
| 3. HIGHER QUALITY PRODUCT                          | 11. BETTER ACCESS TO/COST OF CREDIT                        |
| 4. DIFFERENTIATED PRODUCTS                         | 12. FEWER PROBLEMS WITH REGULATIONS                        |
| 5. BETTER PRODUCT REPUTATION                       | 13. MORE EFFECTIVE ADVERTISING                             |
| 6. WELL-ESTABLISHED RELATIONS WITH REGULAR CLIENTS | 14. MORE EFFECTIVE SALES PERSONNEL                         |
| 7. BETTER LOCATION                                 | 15. BETTER AFTER-SALE SERVICE                              |
| 8. MORE RELIABLE SUPPLIERS                         | 16. OTHER (OTHER (SPECIFY: <u><b>S61221X/S61222X</b></u> ) |
|                                                    | 17. DON'T KNOW                                             |

- 12.2. According to you, what are the two most important factors that make YOUR MAIN COMPETITOR more competitive than your company

1. **S61231**      2. **S61232**      *(Use the same list as above)*

IF THE CODE 16 "OTHER" IS USED, PLEASE DON'T FORGET TO SPECIFY: **S61231X/S61232X**

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

**D – INVESTMENT AND CAPACITY OF PRODUCTION**

13. What was the amount of investment by this firm in buildings (including refurbishment and expansion) and equipment made in each of the last three years? Figures in K. Shillings.

Year	Buildings	Equipment
	Amount	Amount
2002	<b>S613A1</b>	<b>S613B1</b>
2001	<b>S613A2</b>	<b>S613B2</b>
2000	<b>S613A3</b>	<b>S613B3</b>

14. Of the land and buildings occupied by this firm, what percent is owned or leased/rented?

	<b>Land</b>	<b>Buildings</b>
(a) Owned	<u><b>S614A1</b></u> %	<u><b>S614B1</b></u> %
(b) Leased or rented	<u><b>S614A201</b></u> %	<u><b>S614B201</b></u> %
<b>=&gt; IF Lease or Rent:</b>		
Original duration:	<u><b>S614A3</b></u> %	<u><b>S614B3</b></u> % (YEARS)
Time left:	<u><b>S614A4</b></u> %	<u><b>S614B4</b></u> % (YEARS)
Renewable? Yes...1	<u><b>S614A5</b></u> %	<u><b>S614B5</b></u> %
No...2		

15. Have you sold any buildings, equipment or land in the last three years?

Yes.....1

No.....2 => **GO TO QUESTION 17.**

**S615**

16. If yes, how much did you receive from this sale/s?

Kenya shillings

**S616A      Buildings**

**S616B      Equipment**

**S616C      Land**

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

17. How much did the following cost your firm during 2002 and 2001?

	<b>2002</b>	<b>2001</b>
1. Rent for machinery and equipment	<b>S617A1</b>	<b>S617B1</b>
2. Lease for machinery and equipment	<b>S617A2</b>	<b>S617B2</b>
3. Rent for land or buildings	<b>S617A3</b>	<b>S617B3</b>
4. Lease for land or buildings	<b>S617A4</b>	<b>S617B4</b>
5. Transport Services (Freight Outward)	<b>S617A5</b>	<b>S617B5</b>
6. Telecommunication Costs (Tel., Postal Service, Internet,...)	<b>S617A6</b>	<b>S617B6</b>
7. Water	<b>S617A7</b>	<b>S617B7</b>
8. Waste Disposal	<b>S617A8</b>	<b>S617B8</b>
9. Traveling for employees (car allowance and travel allowance)	<b>S617A9</b>	<b>S617B9</b>
10. Royalty or license fee to domestic companies	<b>S617A10</b>	<b>S617B10</b>
11. Royalty or license fee to foreign owned companies	<b>S617A11</b>	<b>S617B11</b>

18. a. **As of 2002**, what share, in terms of value, of the plant machinery and equipment is in the following age categories and how many more years can it be used.

	<b>Age structure</b>	<b>Remaining Years of Use</b>
a.	<5 years old <u><b>S618A1</b></u> % .....	<u><b>S618A5</b></u> years
b.	5-10 years old <u><b>S618A2</b></u> % .....	<u><b>S618A6</b></u> years
c.	11-20 years old <u><b>S618A3</b></u> % .....	<u><b>S618A7</b></u> years
d.	>20 years old <u><b>S618A4</b></u> % .....	<u><b>S618A8</b></u> years

**TOTAL MUST ADD UP TO 100%**

18.b. At what capacity did this plant produce in ... ?

*Capacity utilization is the amount of output actually produced relative to the maximum amount that can be produced given your current capital stock and level of employment.*

a.	in 2002	<u><b>S618B1</b></u> %	b.	in 2001	<u><b>S618B2</b></u> %	c.	in 2000	<u><b>S618B3</b></u> %
----	---------	------------------------	----	---------	------------------------	----	---------	------------------------



**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

19. What would be the cost of replacing all your machinery and equipment at the end of 2001 by acquiring new machines?  
Quote market price, Kenya shillings **S619**
20. How much would you get if you sold all your machinery and equipment at the end of 2001?  
Kenya shillings **S620**
21. What would be the cost of replacing all your business premises or leasehold at the end of 2001?  
Kenya shillings **S621**
22. If you own your premises what is the estimated market rent that your plant would have paid for its business premises in 2001?  
Kenya shillings **S622**

**E - FINANCIAL ACCOUNTS**

23. Do you prepare annual budgets?  
Yes.....1  
No.....2 **S623**
24. Do you monitor annual budgets?  
Yes.....1  
No.....2 **S624**
25. When does this firm's fiscal year end? **S625** :Day and Month
26. Does this firm have its accounts audited by an outside agency?  
Yes.....1  
No.....2 **S626**
27. Does this firm keep accounts on an annual basis?  
Yes.....1  
No.....2 **S627**

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

**(USE SEPARATE WORKSHEET TO GENERATE ANNUAL FIGURES IF THE FIRM DOES NOT KEEP ACCOUNTS ON ANNUAL BASIS)**

What were the annual totals of the following for your firm for the last 3 financial years?	Kenyan Shilling		
	2002	2001	2000
28. Total sales	S628A	S628B	S628C
29. Total sales from manufactured goods (sales value)	S629A	S629B	S629C
30. Total cost of manufactured goods	S630A	S630B	S630C
31. a) Value of inventory of finished manufactured goods at the beginning of FY	S631A1 %	S631B1 %	S631C1 %
31. b) Value of inventory of finished manufactured goods at the end of FY	S631A2	S631B2	S631C2
32. Value of sales from trading	S632A	S632B	S632C
33. Value of sales from services	S633A	S633B	S633C
34. Purchases of materials (excluding all fuel purchases)	S634A	S634B	S634C
35. Cost of Energy:			
(a) Electricity	S635A1	S635B1	S635C1
(b) Fuel (all fuel including for generator and transport)	S635A2	S635B2	S635C2
(c) Other	S635A3	S635B3	S635C3
36. Direct Labor Costs (incurred in the manufacturing process)			
(a) Wages and salaries	S636A1	S636B1	S636C1
(b) Allowances, bonus, other benefits	S636A2	S636B2	S636C2
37. Indirect labor costs (administrative labor costs)	S637A	S637B	S637C
38. Interest charges and financial fees	S638A	S638B	S638C
39. Other Overhead Cost – (excludes contents of questions 35-38 & 40; must be > total of question 16)	S639A	S639B	S639C
40. a) Depreciation for Land and building	S640A1	S640B1	S640C1
b) Depreciation for Machinery and Equipment	S640A2	S640B2	S640C2
41. Investment activities (Kenyan Shillings.)			
(a) purchases of machinery and equipment or vehicles	S641A1	S641B1	S641C1
(b) sales of machinery or equipment you have been using	S641A2	S641B2	S641C2
(c) purchase land, buildings, and improvement in leasehold	S641A3	S641B3	S641C3
(d) sales of land, buildings, and improvement in leasehold	S641A4	S641B4	S641C4

**SECTION VI: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT**

42. If applicable, what were your total sales:

In 1999	<b>S642A</b>	<b>KShs.</b>
In 1998	<b>S642B</b>	<b>KShs.</b>
In 1997	<b>S642C</b>	<b>KShs.</b>
In 1992	<b>S642D</b>	<b>KShs.</b>

43. Approximately what share of profits was re-invested in your firm last year?

**PERCENT**

**S643**

44. In the last year, what percentage of your firm/establishment's sales are sold

- a) for cash **S644A %**  
 b) pre-paid **S644B %**  
 c) on credit **S644C %**

**Total Must Add Up to 100 %**

**(%) 100**

45.a. Commercial terms of sales.

	<b>EXPORTS</b> 1=FOB 2=CIF 3=CFR 4=Other (specify _____)	<b>IMPORTS</b> 1=FOB 2=CIF 3=CFR 4=Other (specify _____)
What in commercial terms do you use to price your ...	<b>S645A1/S645A1X</b>	<b>S645A2/S645A2X</b>

In the last year, what percent of your sales to:

b) Private customers resulted in overdue payments?  
**PERCENT**

**S645B**

c) Government agencies or state-owned enterprises resulted in overdue payments?  
**PERCENT**

**S645C**

46. a.)How long does it typically take to resolve an overdue payment?

**S646A**

i) Private Customers **WEEKS**

ii) Government agencies **WEEKS**

**S646B**

47. a) Do you use third party means to resolve payment disputes?

**S647**

Yes.....1

No.....2 => **GO TO QUESTION 47C.**

**If YES, do you use:**

Yes.....1

No.....2

**S647A1**

i) arbitration

**S647A2**

ii) commercial courts

**S647A3**

iii) Other(specify **S647AX**)

b) What percentage of your firms invoiced sales was recovered through third parties?

**S647B**

**PERCENT**

c) On average, how many weeks (from submission to resolution) did such cases take to resolve?

**S647C1**

i) arbitration **WEEKS**

ii) commercial courts **WEEKS**

**S647C2**

iii) Other(specify **S647CX**)**WEEKS**

**S647C3**

**SECTION III: CREDIT AND FINANCE**

**THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON CREDIT FACILITIES OBTAINED FROM FINANCIAL INSTITUTIONS AND SUPPLIERS. THE FINANCE MODULE IS STRUCTURED TO UNDERSTAND WHERE THE KEY SOURCES OF FINANCING ARE AND HOW THIS COMPARES ACROSS DIFFERENT TYPES OF FIRMS. DATA IN THIS SECTION WILL BE USED IN UNDERSTANDING THE TYPES OF FINANCING AND CONSTRAINTS WITHIN THE FINANCIAL SECTOR.**

1. Do you purchase inputs on credit from suppliers?  
 Yes.....1  
 No .....2    => **Go to Question 5.**

**S701**

2. **If yes**, on average, in 2002, what percent of your inputs are purchased on credit?                      **PERCENT**

**S702**

3. **In 2002**, when you bought on credit from your suppliers, on average how long did you have before you had to make payment?                      **DAYS**

**S70301**

4. Does the enterprise currently have any overdraft facilities?  
 Yes.....1  
 No .....2    => **Go to Question 12.**

**S704**

**Question 5 to 11 concern an overdraft in the MAIN/PRIMARY Bank serving the firm.**

5. What is the current interest rate on overdrafts?    **PERCENT**

**S705**

6. What is the maximum amount of your overdraft facility?

**US\$.**

**S70601**

7. In 2002, for how many days have you utilized the maximum amount of your overdraft facility?

**DAYS**

**S707**

8. Has this maximum changed over the last year (i.e., 2001)?

Increased..... 1  
 Decreased ..... 2  
 Remained the Same ..... 3

**S708**

9. If the amount increased, how much did the maximum amount increase by?

**US\$.**

**S709**

10. What amount of an increase did you apply for?

**S710    US\$**

11. a) For the most recent overdraft was a collateral of some sort required?

Yes ..... 1  
 No.....2

**S711A**

- b) **If YES**, which type of collateral was it?

Deposit.....1  
 Equivalent value of the inventory of finished products...2  
 Equivalent value of the equipment/machinery.....3  
 Other.....4  
 (specify **S711BX**)

**S711B**

12. Do you currently have a bank loan/ bank loans?

Yes ..... 1  
 No.....2

**S712**

**IF NO TO QUESTION 12, FILL IN QUESTION 23 ONWARDS**

13. How many bank loans do you have? **NUMBER**

**S713**

14. When did you get the latest loan?

**YEAR**

**S714**

15. Did the bank require collateral to obtain this latest loan?

Yes.....1  
 No.....2

**S715**

16. What percent of the collateral for this loan was in immovable property? E.g. land, buildings

**PERCENT**

**S716**

17. What was the approximate value of collateral required as a percentage of the loan value?

**PERCENT**

**S71701**

**SECTION III: CREDIT AND FINANCE**

18. What is the period of your latest loan? **YEAR** S718

19. How much is the principal of your latest loan? S719 USH

20. What is the annual rate of interest on this loan at the moment? **PERCENT** S720

21. What was the annual rate of interest initially? **PERCENT** S72101

22. How long did it take to get the loan from the time you applied for it? **WEEKS** S722

23. Would your firm like to borrow more than it is able to at the current interest rate (is this firm credit constrained)?  
 Yes .....1 S723  
 No .....2

24. Has your firm ever applied for a bank loan?  
 Yes.....1 => Go to Question 26 onwards S724  
 No .....2

25. If your firm has never applied for a bank loan, why not? S725  
 Inadequate collateral ..... 1  
 Don't want to incur debt .....2  
 Process too difficult .....3  
 Didn't need one .....4  
 Didn't think I'd get one .....5  
 Interest rate too high .....6  
 Already heavily indebted .....7  
 Other.....8  
 (specify S725X)

IF THE ANSWER TO Q. 24 IS **NO** AND 25 IS FILLED IN, THEN GO TO Q.31.

26. Was your application rejected? S726  
 Yes.....1  
 No .....2 => Go to Question 30 onwards

27. If an application for a loan was rejected, what was the reason given to you when the last application was turned? (UP TO 3 ANSWERS POSSIBLE)  
 Lack of collateral.....1 S727A/ S727B/ S727C  
 Incompleteness of application .....2  
 Perceived lack of feasibility of project.....3  
 Other.....4  
 (Specify: S727AX / S727BX / S727CX)

28. What institution rejected the application?  
 INSTITUTION: S728

29. When was the application rejected? **YEAR** S729

30. How long did it take the bank to reject the application from the time of submission? **WEEKS** S730

31. How many financial institutions does this firm currently do business with ? **NUMBER** S731

32. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? **PERCENT** S732

33. a) How do domestic companies usually pay you? S733A  
 1=Cash  
 2=Cheque  
 3=Draft  
 4=Bank transfer  
 5=Other (Specify S733AX)

b) How long does this form of payment take to clear? **DAYS** S733B

c) What is the associated cost of this means of payment – percentage of transaction or fixed charge? **PERCENT** S733C1

**FIXED CHARGE USH** S733C201

**SECTION III: CREDIT AND FINANCE**

34a) How do your foreign customers usually pay you?

1=Cash

2=Cheque

3=Draft

4=Bank transfer

5=Other (specify S734AX)

**S734A**

b) How long does this form of payment take to clear?

**DAYS**

**S734B**

c) What is the associated cost of this means of payment –  
percentage of transaction or fixed charge?

**PERCENT**

**S734C1**

**FIXED CHARGE USh**

**S734C201**

If fixed charge, please, specify the currency: S734CX

35. Does this firm (or the owner, if this firm is owned by a sole proprietor) have any of the following accounts? Yes....1/No....2

(a) Current

**S735A**

(b) Savings

**S735B**

(c) Foreign Currency Account

**S735C**

(d) Foreign Bank Account

**S735D**

36. Please identify the contribution over the last year of each of the following sources of financing for you establishment's:

- **Working Capital** (i.e., inventories, accounts receivable, and cash)
- **New Investments** (i.e., new land, buildings, machinery, and equipment)

**Working Cap. New Invest.**

a. Internal funds or Retained earnings

S736A1 % S736B1 %

b. Local commercial banks: loan

S736A21 % S736B21 %

c. Local commercial banks: overdraft

S736A2201 % S736B2201 %

d. Foreign owned commercial banks

S736A3 % S736B3 %

e. Leasing arrangement

S736A401 % S736B401 %

f. Investment Funds/Special Development

Financing/Or Other State Services

S736A5 % S736B6 %

/Gov/NGO/Donor sources

g. Trade credit (supplier or customer credit)

S736A601 % S736B601 %

h. Credit cards

S736A7 % S736B7 %

i. Equity, sale of stock

S736A801 % S736B801 %

j. Family, friends

S736A9 % S736B9 %

Informal sources (e.g. money lender)

S736A1001 % S736B1001 %

Other (Specify: S736AX / S736BX)

S736A11 % S736B11 %

**Total Must Add Up to 100 %**

**TOTAL**

**100%**

**100%**

**SECTION III: CREDIT AND FINANCE**

37. Please list names of all the main banks that you have a financial relationship with.

Name of bank  <i>List by decreasing order of importance WITH THE MOST IMPORTANT BANK FIRST</i>	Type of bank? 1=Private, local bank 2=Private, foreign 3=Govt. 4=Other (Specify: _____)	How long has firm/establishment had an account with this bank?  <b>YEARS</b>	Any current outstanding/active loans with this bank?  <b>1=Yes 2=No</b>	Size of overdraft facility provided by this bank? (most current)  <b>KSh</b>
1. <b>S737X1</b>	<b>S737A1/ S737A1X</b>	<b>S737B1</b>	<b>S737C1</b>	<b>S737D1</b>
2. <b>S737X2</b>	<b>S737A2/ S737A2X</b>	<b>S737B2</b>	<b>S737C2</b>	<b>S737D2</b>
3. <b>S737X3</b>	<b>S737A3/ S737A3X</b>	<b>S737B3</b>	<b>S737C3</b>	<b>S737D3</b>
4. <b>S737X4</b>	<b>S737A4/ S737A4X</b>	<b>S737B4</b>	<b>S737C4</b>	<b>S737D4</b>

38. Please tell us the following information related to failed banks.

Institution	Did this establishment/firm have a banking relationship with this bank? 1=Yes 2=No	Did any of your major trading partners have a banking relationship with this bank? 1=Yes 2=No	Did the collapse of this institution affect your exports in any way?  1=Yes 2=No	Did the collapse of this institution affect employment in your firm/establishment in any way? 1=Yes 2=No
1.Trade Bank	<b>S738A1</b>	<b>S738B1</b>	<b>S738C1</b>	<b>S738D1</b>
2.Trust Bank	<b>S738A2</b>	<b>S738B2</b>	<b>S738C2</b>	<b>S738D2</b>
3.Pan Africa Bank	<b>S738A3</b>	<b>S738B3</b>	<b>S738C3</b>	<b>S738D3</b>
4.Meridian Biao	<b>S738A4</b>	<b>S738B4</b>	<b>S738C4</b>	<b>S738D4</b>
5. Bullion Bank	<b>S738A5</b>	<b>S738B5</b>	<b>S738C5</b>	<b>S738D5</b>
6. Other (specify <b>S738A6X</b> )	<b>S738A6</b>	<b>S738B6</b>	<b>S738C6</b>	<b>S738D6</b>



# SECTION VIII LABOR AND TRAINING

THE PURPOSE OF THIS SECTION IS TO EVALUATE THE LEVELS OF EMPLOYMENT, PRODUCTIVITY LEVELS OF EMPLOYEES, WORKING CONDITIONS OF EMPLOYEES AND TO ASSESS THE SKILLS TRAINING REQUIRED TO IMPROVE THE INDUSTRIAL SECTOR.

## A - STRUCTURE OF THE WORKFORCE

1. How many employees does your firm currently have (including managers)?

NUMBER

S801

2. Of these current employees how many are:

Employees	Total
(a) Full-time (permanent)	S802A
(b) Full-time (casual)	S802B
(c) Part-time	S802C

TOTAL (A+B+C) MUST EQUAL ANSWER IN QUESTION 1.

3. What number of your **permanent** employees falls into each of the following categories?

(a) Age Range	Males	Females
Less than 30 years old	S803A1	S803A4
30-45 years old	S803A2	S803A5
More than 45 years old	S803A3	S803A6
(b) Education Range		
Less than 6 years	S403B1	S403B7
Primary School	S403B2	S403B8
Secondary School	S403B3	S403B9
Undergraduate Degree/1 <sup>st</sup> Degree	S403B4	S403B10
Graduate Degree (MA)	S403B5	S403B11
Postgraduate Degree (PhD,...)	S403B6	S403B12

TOTAL OF 3A MUST EQUAL 2A. TOTAL OF 3B MUST EQUAL 2A.

QUESTION 4 IS CRITICAL, DATA MUST BE OBTAINED

4. When your firm started its operations in Kenya, what was the total number of full-time paid employees?

NUMBER

S804

5. a. How many full time/permanent employees did the firm have in total in the specified year/period? *If firm did not exist for any specific year, write NA*

Year/Period	Total No. of Employees
2002	S805A
2001	S805B
2000	S805C
1999	S805D
1998	S805E
1997	S805F
1992	S805G

5. b. How do you usually find new employees?

1 = Family/friends

4 = School-related network

2 = Public placement office

5 = Other (specify S805HX)

3 = Public announcement

S805H

6. If you could change the number of regular full-time workers you currently employ without any restrictions, how many people would you ideally employ?

NUMBER

S806

7. What proportion of your management team comes from the following regions of Kenya?

Coast

S807A

Central

S807D

Nyanza

S807B

Eastern

S807E

Western

S807C

Rift Valley

S807F

8. How many security personnel does this firm employ?

S808

9. How many workers are mainly devoted to generator operation and maintenance?

S809

- 10.a. In the firm, how many skilled staff (technicians, prof., managers) citizens of :

1)Kenya

S810A

2)Uganda/Tanzania

S810B

3)America/Europe

S810C

4)Asia and Other

S810D

TOTAL (1+2+3+4) MUST EQUAL 11A+11B+11C(first column)

- 10.b. How many expatriates do you employ in total?

S810E

- 10.c. How many female expatriates do you employ in total?

S810F

# SECTION VIII LABOR AND TRAINING

WHEN THIS QUESTION IS ASKED, THE INTERVIEWER SHOULD EXPLAIN EACH OF THE CATEGORIES TO THE RESPONDENT

## Management

Proprietors (as Managers)  
Employed Managers

## Professionals (Require University Degree or Equivalent)

Engineers, scientists, etc  
Economists, programmers, mathematicians, other professionals

## Skilled Production Workers

Technicians (with diploma or other formal qualification)  
Foremen and Supervisors  
Machine maintenance and repair  
(i.e. electricians, plumbers, welders, general repair workers)

## Unskilled Production Workers

Other production workers

## Non Production Workers

Health Worker  
Office and Sales Workers  
Service Workers  
(i.e. cleaners, guards, food preparers and servers)

11. Of your total labor force, how many of the following types of full time/permanent workers are currently employed?

	Total No. Permanent Employees	No. Permanent Females Employees	Wage bill for last financial year (basic salary before tax) KSh	Total Compensation (basic salary & allowances) KSh
a)Management	S811A1	S811A2	S811A3	S811A4
b)Professionals	S811B1	S811B2	S811B3	S811B4
c)Skilled Production Workers	S811C1	S811C2	S811C3	S811C4
d)Unskilled Production Workers	S811D1	S811D2	S811D3	S811D4
e)Non-production workers	S811E1	S811E2	S811E3	S811E4
f)TOTAL:	S811T1	S811T2	S811T3	S811T4

12. Employee Turn-Over

	Permanent Full Time Employees	Temporary and Seasonal Workers
a) In 2002, how many new employees did your plant hire?	S812A1	S812B1
b) In 2002, how many employees from your plant:		
i) were dismissed or laid off?	S812A2	S812B2
ii) left/resigned due to sickness or any other reason?	S812A3	S812B3
iii) retired	S812A4	S812B4
iv) died ?	S812A5	S812B5
c) Did the firm pay in severance for any of these workers in 2002? Yes..... 1 => Go to question 13 No ..... 2 => Go to question 14	S812A6	S812B6

NOTE: 5a (FOR YEAR 2002) MINUS 12a PLUS THE SUM OF (12bi+12bii+12biii+12biv) MUST EQUAL 5a (FOR YEAR 2001)

**SECTION VIII LABOR AND TRAINING**

13. How much in severance did the firm pay each category of worker in 2002 ?

THIS TABLE MUST BE USED <u>ONLY FOR</u> <u>NORMAL SEASON, FULL-TIME</u> <u>WORKERS.</u>	Number of workers receiving benefit	Payment (KShs.)	Method of Payment One time Payment.....1 Multiple Payments.....2 Both.....3
Manager	S813A1	S813A2	S813A3
Professionals	S813B1	S813B2	S813B3
Skilled Production Workers	S813C1	S813C2	S813C3
Unskilled Production Workers	S813D1	S813D2	S813D3
Non-production workers	S813E1	S813E2	S813E3

**B - EMPLOYEES BENEFITS**

14. Does your firm provide any of the following benefits to employees? *Please proceed to column 3 to 5 if the respondent answers YES (=1) to the types of benefits in column 2.*

1	2	3	4	5		
Type of benefit	Benefit provided? Yes.....1 No.....2  (If yes, continue across the row; if no, go to next row.)	How is this benefit financed? 1=Company 2=Employee 3=Both 4=Other (specify_____)	Do you provide this benefit in- house? Yes.....1 No.....2 Both in house & External...3	Is the benefit provided to:		
				Managers and professionals?  Yes.....1 No.....2	Other Employees ?  Yes.....1 No.....2	Dependents of employees?  Yes.....1 No.....2
a. Pension fund--annual payments until death	S814A1	S814A2/ S814A2X	S814A3	S814A4	S814A5	S814A6
b. Pension or provident fund--single payment upon termination	S814B1	S814B2/ S814B2X	S814B3	S814B4	S814B5	S814B6
c. Disability benefit	S814C1	S814C2/ S814C2X	S814C3	S814C4	S814C5	S814C6
d. Severance or service gratuity	S814D1	S814D2/ S814D2X	S814D3	S814D4	S814D5	S814D6
e. Reimbursement for funeral costs	S814E1	S814E2/ S814E2X	S814E3	S814E4	S814E5	S814E6
f. Benevolent fund	S814F1	S814F2/ S814F2X	S814F3	S814F4	S814F5	S814F6
g. Life insurance	S814G1	S814G2/ S814G2X	S814G3	S814G4	S814G5	S814G6
h. Contributions to National Social Security Fund	S814H1	S814H2/ S814H2X	S814H3	S814H4	S814H5	S814H6
i. Other retirement benefit (Specify <u>S814IX</u> )	S814I1	S814I2/ S814I2X	S814I3	S814I4	S814I5	S814I6
j. Other (Specify: <u>S814JX</u> )	S814J1	S814J2/ S814J2X	S814J3	S814J4	S814J5	S814J6

**SECTION VIII LABOR AND TRAINING**

15. Does your firm provide any of the following health benefits to employees? *Please, proceed to column 3 and 4 if the respondent answers YES (=1) to the types of benefits.*

1.Type of benefit	2.Is this Benefit provided? Yes.....1 No.....2	3.How do you finance this benefit? Company.....1 Employee.....2 Both.....3	4.Is the benefit provided to:		
			Managers and professionals?  Yes.....1 No.....2	Other Employees?  Yes.....1 No.....2	Dependents of employees?  Yes.....1 No.....2
Health insurance (medical aid coverage)	<b>S815A1</b>	<b>S815A2</b>	<b>S815A3</b>	<b>S815A4</b>	<b>S815A5</b>
Medical care at company clinic	<b>S815B1</b>	<b>S815B2</b>	<b>S815B3</b>	<b>S815B4</b>	<b>S815B5</b>
Accident compensation or insurance (Worker Compensation)	<b>S815C1</b>	<b>S815C2</b>	<b>S815C3</b>	<b>S815C4</b>	<b>S815C5</b>
Other health or medical benefit (Specify: <b>S815DX</b> )	<b>S815D1</b>	<b>S815D2</b>	<b>S815D3</b>	<b>S815D4</b>	<b>S815D5</b>

**C -EMPLOYEE HEALTH STATUS**

16. Do you have a pre-employment health check for employees?

Yes ..... 1  
No..... 2

**S816**

17. Did your firm undertake any activities in the last accounting year to prevent HIV/AIDS among employees?

Yes..... 1  
No ..... 2

**S817**

18.a If YES to question 17, which types of activities were undertaken?

Yes.....1  
No.....2

1) HIV prevention messages

**S818A**

2) Free condom distribution

**S818B**

3) Counseling for HIV/AIDS

**S818C**

4) Anonymous HIV testing

**S818D**

5) Financial support of dependents of HIV-infected worker

**S818E**

6) Other (Specify: **S818FX**)

**S818F**

18.b. How much was spent in all these activities?

**Kshs**

**S818G**

18.c. What share of your workforce do you believe is HIV Positive?

0 percent.....1  
1 to 5 percent.....2  
6 to 10 percent.....3  
11 to 20 percent.....4  
More than 20 percent.....5

**S818H**

18.d. How many deaths (workers) were there in the last 5 years?

**S818I**

18.e. How many are believed to have resulted from HIV/AIDS?

**S818J**

19. Is HIV/AIDS affecting your sales? Yes.....1  
No.....2

**S819A**

a) Increased Sales

**S819B**

b) Decreased Sales

**S819C**

c) No discernible change

d) Don't Know/Cannot Say

**S819D**

# SECTION VIII LABOR AND TRAINING

## D - LEVEL OF EMPLOYEE PRODUCTION

23. What was the average number of days the following types of employees were absent at work in 2002?

Type of employee	No. of days		Compared to the year before last, is this rate 1... higher 2...lower 3...the same?
	Authorized absence /leave (including vacation)	Unauthorized absence /leave	
Manager	S823A1	S823B1	S823C1
Professionals	S823A2	S823B2	S823C2
Skilled Production Workers	S823A3	S823B3	S823C3
Unskilled Production Workers	S823A4	S823B4	S823C4
Non-production workers	S823A5	S823B5	S823C5
Casual and Contract Labor	S823A6	S823B6	S823C6

24. How many days of production were lost to strikes and labor unrest in 2002?

S824

25. What percentage of your labor force belongs to a trade union?

i. Company union

S825A

ii. National/Industrial union

S825B

iii. Both

S825C

26. Do non-union workers benefit from union-negotiated wages and benefits?

Yes .....1

No .....2

S826

20. Is HIV affecting your workforce in the following ways?

Yes.....1

No.....2

S820A

a) High absenteeism among workers infected with HIV/AIDS

b) High absenteeism among workers who need to care for family members or friends infected with HIV/AIDS, or to attend funerals

S820B

c) High staff turnover due to sickness/deaths among workers with HIV/AIDS

S820C

d) No effect

S820D

e) Other (specify: S820EX)

S820E

21.a. Is your firm incurring any expenses to support the health care needs of workers or their dependants ?

Yes, both workers and dependants.....1

Yes, only workers.....2

No.....3

S821A

21.b. What is the total amount the firm has spent on medical expenses for staff in 2002? **KShs.**

S821B

22. Is sickness currently having the following effects on your workforce?

Yes.....1

No.....2

a) Sickness has increased absenteeism among workers.

S822A

b) Sickness has increased absenteeism among workers who need to care for family members or friends.

S822B

c) High staff turnover due to sickness.

S822C

d) No effect

S822D

e) Other (Specify: S822EX)

S822E

## SECTION VIII LABOR AND TRAINING

### E – TRAINING OF EMPLOYEES

COMPANIES CAN TRAIN WORKERS AND IMPROVE THEIR SKILLS IN A VARIETY OF WAYS FOR EXAMPLE:

- (a) Formal instruction and courses in the company, provided by company training staff;
- (b) Formal training provided by material and machinery suppliers, technology licensors and joint-venture partners;
- (c) Sending workers to take courses at a school, university, technical institute, or an industry association training center; or
- (d) Informal in-plant instruction by supervisors and co-workers.

27. Did your firm offer formal training in 2002, (that is, a, b or c above) ?

S827

Yes..... 1                   => **Fill the table below**  
 No ..... 2                   => **Go to Question 29**

28. Formal Training		How many staff members of each of the following categories were formally trained in 2002?	What was the average number of weeks of training for each type of employee?	Main area of Training. Production Technology.....1 Marketing.....2 Information Technology.....3 Management/Quality Technologies.....4 Intellectual Property.....5 Other (specify.....)6
		NUMBER of EMPLOYEES	WEEKS	MULTIPLE ANSWERS ARE POSSIBLE
a)	Manager	S828A1	S828A2	S828A3
b)	Professionals	S828B1	S828B2	S828B3
c)	Skilled Production Workers	S828C1	S828C2	S828C3
d)	Unskilled Production Workers	S828D1	S828D2	S828D3
e)	Non-production workers	S828E1	S828E2	S828E3

### F – LABOR RELATIONS

28. What kind of labour shift did this firm follow in year 2001? S829

- 1. Single shift
- 2. Double shift
- 3. Other(Specify: S829X)

29. Out of a 8 hrs working day, how many hours is the typical employee working at present? S830 hours

30. What are the major problems with labour regulation on a scale from 1 to 4 with the following meaning:

	Low High						
	No Problem	Degree of Obstacle				Not Appl	
a. Dealing with hiring procedures for local workers	0	1	2	3	4	N/A	<u>S831A</u>
b. Dealing with hiring procedures for foreign workers	0	1	2	3	4	N/A	<u>S831B</u>
c. Layoff procedures and cost of retrenchment	0	1	2	3	4	N/A	<u>S831C</u>
d. Limits on temporary hiring	0	1	2	3	4	N/A	<u>S831D</u>
e. Dealing with the Inspectorate of Labour	0	1	2	3	4	N/A	<u>S831E</u>

**Appendix: Survey of a Sample of Workers**

f. Other (Specify: S831FX)

0

1

2

3

4

N/A

S831F

**INSTRUCTIONS FOR INTERVIEWERS**

WE SUGGEST YOU INTERVIEW 10 EMPLOYEES/WORKERS FROM EACH FIRM (OR AS MANY AS ARE AVAILABLE). PLEASE ALSO OBSERVE THE FOLLOWING GUIDELINES IN SELECTING WORKERS TO INTERVIEW

(a) TRY TO INTERVIEW AT LEAST ONE WORKER IN EACH OF THE FOLLOWING CATEGORIES:

- Manager/Professional
- Technician
- Office Worker
- Sales/Service Worker
- Production Worker
- Line (Production) Supervisor

(b) IF THE FIRM EMPLOYS CASUAL WORKERS, ASK TO INTERVIEW AT LEAST ONE CASUAL WORKER.

(c) IF THE FIRM WAS INTERVIEWED IN 2000, CHECK THE COMPANY PROFILE (SUPPLIED BY KIPRRA) FOR NAMES OF WORKERS THAT WERE INTERVIEWED AT THAT TIME AND TRY TO INTERVIEW THEM. MAKE SURE TO FILL IN THE NAME AND WORKER IDENTIFICATION NUMBER (ALSO GIVEN ON THE PROFILE) IN QUESTIONS 42 AND 43.

## Appendix: Survey of a Sample of Workers

W O R K E R  N U M B E R	1. a. What is your job now?  CODE USING THE LABOR CATEGORIES BELOW	1.b. How did you hear about this job opportunity?  1 = Family/friends 2 = Public placement office 3 = Public announcement 4 = School-related network 5 = Other (specify in table)	2. Where are you from? 1 = Nairobi 2 = Nyanza 3 = Rift Valley 4 = Coast 5 = Western 6 = Eastern 7 = Central 8 = Europe 9 = Asia 10 = Middle East 11 = Tanz./Uganda 12 = Other Afr 13 = Other (Specify in table)	3. Sex  M=1 F = 2	4. What is your age?	5. When did you leave school?	6. a What is the highest level of education you completed? 1 = None 2 = Primary school 3 = Mid School (Form II) 4 = Secondary School 5 = High School (A level) 6 = Vocation Training- not included elsewhere 7 = Technical Training (Professional Training) 8 = University first degree (BA, BSc., etc.) 9 = University post-grad degree (Masters, PhD, ) 10 = Other university program	6.b Number of years of schooling completed?	7.a. How long have you been working for this firm?	7.b. How many years work experience did you have before you started working in this firm?	7.c. How many years work experience do you have in this industry?	8.a. Are you a permanent full-time employee?  YES..... 1 NO ..... 2  <b>IF YES, GO TO QUESTION 9</b>
					YEARS	YEAR		YEARS	YEARS	YEARS	YEARS	
1	SW0101A	SW0101B/ SW0101BX	SW0201/ SW0201X	SW03 01	SW04 01	SW0501	SW0601A	SW0601B	SW0701A	SW0701B	SW0701C	SW0801A
2	SW0102A	SW0102B/ SW0102BX	SW0202/ SW0202X	SW03 02	SW04 02	SW0502	SW0602A	SW0602B	SW0702A	SW0702B	SW0702C	SW0802A
3	SW0103A	SW0103B/ SW0103BX	SW0203/ SW0203X	SW03 03	SW04 03	SW0503	SW0603A	SW0603B	SW0703A	SW0703B	SW0703C	SW0803A
4	SW0104A	SW0104B/ SW0104BX	SW0204/ SW0204X	SW03 04	SW04 04	SW0504	SW0604A	SW0604B	SW0704A	SW0704B	SW0704C	SW0804A
5	SW0105A	SW0105B/ SW0105BX	SW0205/ SW0205X	SW03 05	SW04 05	SW0505	SW0605A	SW0605B	SW0705A	SW0705B	SW0705C	SW0805A
6	SW0106A	SW0106B/ SW0106BX	SW0206/ SW0206X	SW03 06	SW04 06	SW0506	SW0606A	SW0606B	SW0706A	SW0706B	SW0706C	SW0806A
7	SW0107A	SW0107B/ SW0107BX	SW0207/ SW0207X	SW03 07	SW04 07	SW0507	SW0607A	SW0607B	SW0707A	SW0707B	SW0707C	SW0807A
8	SW0108A	SW0108B/ SW0108BX	SW0208/ SW0208X	SW03 08	SW04 08	SW0508	SW0608A	SW0608B	SW0708A	SW0708B	SW0708C	SW0808A
9	SW0109A	SW0109B/ SW0109BX	SW0209/ SW0209X	SW03 09	SW04 09	SW0509	SW0609A	SW0609B	SW0709A	SW0709B	SW0709C	SW0809A
10	SW0110A	SW0110B/ SW0110BX	SW0210/ SW0210X	SW03 10	SW04 10	SW0510	SW0610A	SW0610B	SW0710A	SW0710B	SW0710C	SW0810A

### Management

Proprietors (as Managers).....1  
Employed Managers.....2

### Professionals (Require University Degree or Equivalent)

Engineers, scientists, etc.....3  
Economists, programmers, mathematicians, other professionals.....4

### Skilled Production Workers

Technicians (with diploma or other formal qualification).....5  
Foremen and Supervisors.....6

Machine maintenance and repair.....7

### Unskilled Production Workers

Other production workers.....8

### Non Production Workers

Health Worker..... 9  
Office and Sales Workers.....10  
Service Workers.....11  
(i.e. cleaners, guards, food preparers and servers)



## Appendix: Survey of a Sample of Workers

W O R K E R  N U M B E R	8.b. If NO, to 8.a., What was the average duration of your contract during the last year?	8.c. What was the average amount of time between contracts (last year)?	8.d How many contracts have you had since you began working at this firm?	8.e. Have you ever been a pernanent employee at this firm in the past?  YES ..... 1 NO ..... 2	9.  Are you a member of a trade union?  YES ..... 1 NO ..... 2	10.  What was your job when you started in this firm?  CODE USING THE LABOR CATEGORIES BELOW	11.  How are you paid?  HOURLY ..... 1 DAILY ..... 2 WEEKLY ..... 3 MONTHLY ..... 4 BY THE PIECE ..... 5	12.  What is your current or usual wage/salary and current allowances?  <i>UNIT:</i>  HOUR ..... 1 DAY ..... 2 WEEK ..... 3 MONTH ..... 4 YEAR ..... 5				
								Wages		Allowances		
								Unit	Kshs	Unit	KShs	
	<b>MONTHS</b>	<b>WEEKS</b>										
1	SW0801B	SW0801C	SW0801D	SW0801E	SW0901	SW1001	SW1101	SW12 WT01	SW12WB01	SW12 AT01	SW12AB01	
2	SW0802B	SW0802C	SW0802D	SW0802E	SW0902	SW1002	SW1102	SW12 WT02	SW12WB02	SW12 AT02	SW12AB02	
3	SW0803B	SW0803C	SW0803D	SW0803E	SW0903	SW1003	SW1103	SW12 WT03	SW12WB03	SW12 AT03	SW12AB03	
4	SW0804B	SW0804C	SW0804D	SW0804E	SW0904	SW1004	SW1104	SW12 WT04	SW12WB04	SW12 AT04	SW12AB04	
5	SW0805B	SW0805C	SW0805D	SW0805E	SW0905	SW1005	SW1105	SW12 WT05	SW12WB05	SW12 AT05	SW12AB05	
6	SW0806B	SW0806C	SW0806D	SW0806E	SW0906	SW1006	SW1106	SW12 WT06	SW12WB06	SW12 AT06	SW12AB06	
7	SW0807B	SW0807C	SW0807D	SW0807E	SW0907	SW1007	SW1107	SW12 WT07	SW12WB07	SW12 AT07	SW12AB07	
8	SW0808B	SW0808C	SW0808D	SW0808E	SW0908	SW1008	SW1108	SW12 WT08	SW12WB08	SW12 AT08	SW12AB08	
9	SW0809B	SW0809C	SW0809D	SW0809E	SW0909	SW1009	SW1109	SW12 WT09	SW12WB09	SW12 AT09	SW12AB09	
10	SW0810B	SW0810C	SW0810D	SW0810E	SW0910	SW1010	SW1110	SW12 WT10	SW12WB10	SW12 AT10	SW12AB10	

### Management

Proprietors (as Managers).....1  
Employed Managers.....2

### Professionals (Require University Degree or Equivalent)

Engineers, scientists, etc.....3  
Economists, programmers, mathematicians, other professionals.....4

### Skilled Production Workers

Technicians (with diploma or other formal qualification).....5  
Foremen and Supervisors.....6  
Machine maintenance and repair.....7

### Unskilled Production Workers

Other production workers.....8

### Non Production Workers

Health Worker..... 9  
Office and Sales Workers.....10  
Service Workers.....11  
(i.e. cleaners, guards, food preparers and servers)

**Appendix: Survey of a Sample of Workers**

W O R K E R  N U M B E R	13. What was your usual wage/salary when you started (including allowances)?  <i>UNIT:</i> HOUR..... 1 DAY..... 2 WEEK..... 3 MONTH..... 4 YEAR..... 5				14. How much do you receive in bonuses each year (e.g. for attendance, production, merit, etc?)				Do you receive any of the following allowances IN-KIND?			18. How many hours per week do you currently work for this firm?	19. Do you currently receive any? (Formal Training ONLY)  Self-Financed Training.....1 Financed by the Firm -Outside...2 Financed by the Firm -Inside.....3 No Training.....4	20. How much time did you spend on this/these training course(s) last Year ?
	Wages		Allowances		KShs		15. Food?	16. Transport ?	17. Health clinic or a medical allowance?					
	Unit	KShs	Unit	KShs	KShs					HOURS		NO OF DAYS		
1	SW13WT01	SW13WB01	SW13AT01	SW13AB01	SW1401	SW1501	SW1601	SW1701	SW1801	SW1901	SW2001			
2	SW13WT02	SW13WB02	SW13AT02	SW13AB02	SW1402	SW1502	SW1602	SW1702	SW1802	SW1902	SW2002			
3	SW13WT03	SW13WB03	SW13AT03	SW13AB03	SW1403	SW1503	SW1603	SW1703	SW1803	SW1903	SW2003			
4	SW13WT04	SW13WB04	SW13AT04	SW13AB04	SW1404	SW1504	SW1604	SW1704	SW1804	SW1904	SW2004			
5	SW13WT05	SW13WB05	SW13AT05	SW13AB05	SW1405	SW1505	SW1605	SW1705	SW1805	SW1905	SW2005			
6	SW13WT06	SW13WB06	SW13AT06	SW13AB06	SW1406	SW1506	SW1606	SW1706	SW1806	SW1906	SW2006			
7	SW13WT07	SW13WB07	SW13AT07	SW13AB07	SW1407	SW1507	SW1607	SW1707	SW1807	SW1907	SW2007			
8	SW13WT08	SW13WB08	SW13AT08	SW13AB08	SW1408	SW1508	SW1608	SW1708	SW1808	SW1908	SW2008			
9	SW13WT09	SW13WB09	SW13AT09	SW13AB09	SW1409	SW1509	SW1609	SW1709	SW1809	SW1909	SW2009			
10	SW13WT10	SW13WB10	SW13AT10	SW13AB10	SW1410	SW1510	SW1610	SW1710	SW1810	SW1910	SW2010			

### Appendix: Survey of a Sample of Workers

W O R K E R  N O.	21. Did you receive formal training in the past?  (Formal Training ONLY)  Self-Financed Training.....1 Financed by the Firm-Outside...2 Financed by the Firm-Inside....3 No Training.....4	22. How many training courses have you taken in Total?	23. If you received training, did you receive higher wages after taking the course(s)?  YES ..... 1 NO ..... 2	24. Have you been ill at any time during the past 30 days?  1...YES 2...NO	25. If Yes to Q24, where did you seek treatment?  USE CODES GIVEN BELOW	26. How much did such treatment cost you?	27. How many days of work did you miss due to your being ill in the last 30 days?	28. How many days of work did you miss due to family members or friends being ill in the last 30 days?	29. If you or some member of your family were to fall seriously ill today, where would you ordinarily obtain treatment?  USE SAME CODE AS Q 25
		Number				Kshs.	days	days	
1	SW2101	SW2201	SW2301	SW2401	SW2501	SW2601	SW2701	SW2801	SW2901
2	SW2102	SW2202	SW2302	SW2402	SW2502	SW2602	SW2702	SW2802	SW2902
3	SW2103	SW2203	SW2303	SW2403	SW2503	SW2603	SW2703	SW2803	SW2903
4	SW2104	SW2204	SW2304	SW2404	SW2504	SW2604	SW2704	SW2804	SW2904
5	SW2105	SW2205	SW2305	SW2405	SW2505	SW2605	SW2705	SW2805	SW2905
6	SW2106	SW2206	SW2306	SW2406	SW2506	SW2606	SW2706	SW2806	SW2906
7	SW2107	SW2207	SW2307	SW2407	SW2507	SW2607	SW2707	SW2807	SW2907
8	SW2108	SW2208	SW2308	SW2408	SW2508	SW2608	SW2708	SW2808	SW2908
9	SW2109	SW2209	SW2309	SW2409	SW2509	SW2609	SW2709	SW2809	SW2909
10	SW2110	SW2210	SW2310	SW2410	SW2510	SW2610	SW2710	SW2810	SW2910

#### CODE FOR Q. 25

- 1...Health care facilities operated by the firm
- 2...Private health providers (including traditional healers)
- 3...Public facilities
- 4...Facilities of non-profit or charitable organizations
- 5...Other (specify in chart)

**Appendix: Survey of a Sample of Workers**

W O R K E R  N O.	30.  If you were to fall seriously ill today, which of the following financial arrangements for treating your illness would most apply to you?  USE CODE BELOW	31.  Is HIV/AIDS an important concern for you?  1) Not a concern 2) Small concern 3) Moderate concern 4) Big concern 5) Very big concern	32.  Do you know where to be tested for HIV?  1...YES 2...NO	33.  Would you be willing to pay to get tested for HIV at your firm, if the testing were voluntary and anonymous?  1...YES 2...NO	34.  If YES, what is the maximum you would be willing to pay for it?	35  Which estate do you that you live in?  Specify in table.	36  What is the distance between the where you live and this establishment?	37  How do you usually reach your workplace? Own car.....1 Own motorcycle/bike.....2 Company car.....3 Company bus.....4 Train.....5 Taxi.....6 Public Bus.....7 Minibus/Matatu.....8 Walk.....9 Other (Specify in table)..10
	<b>SW3001</b>	<b>SW3101</b>	<b>SW3201</b>	<b>SW3301</b>	<b>KSHS SW3401</b>	<b>SW3501</b>	<b>KM SW3601</b>	<b>SW3701</b>
1	<b>SW3002</b>	<b>SW3102</b>	<b>SW3202</b>	<b>SW3302</b>	<b>SW3402</b>	<b>SW3502</b>	<b>SW3602</b>	<b>SW3702</b>
2	<b>SW3003</b>	<b>SW3103</b>	<b>SW3203</b>	<b>SW3303</b>	<b>SW3403</b>	<b>SW3503</b>	<b>SW3603</b>	<b>SW3703</b>
3	<b>SW3004</b>	<b>SW3104</b>	<b>SW3204</b>	<b>SW3304</b>	<b>SW3404</b>	<b>SW3504</b>	<b>SW3604</b>	<b>SW3704</b>
4	<b>SW3005</b>	<b>SW3105</b>	<b>SW3205</b>	<b>SW3305</b>	<b>SW3405</b>	<b>SW3505</b>	<b>SW3605</b>	<b>SW3705</b>
5	<b>SW3006</b>	<b>SW3106</b>	<b>SW3206</b>	<b>SW3306</b>	<b>SW3406</b>	<b>SW3506</b>	<b>SW3606</b>	<b>SW3706</b>
6	<b>SW3007</b>	<b>SW3107</b>	<b>SW3207</b>	<b>SW3307</b>	<b>SW3407</b>	<b>SW3507</b>	<b>SW3607</b>	<b>SW3707</b>
7	<b>SW3008</b>	<b>SW3108</b>	<b>SW3208</b>	<b>SW3308</b>	<b>SW3408</b>	<b>SW3508</b>	<b>SW3608</b>	<b>SW3708</b>
8	<b>SW3009</b>	<b>SW3109</b>	<b>SW3209</b>	<b>SW3309</b>	<b>SW3409</b>	<b>SW3509</b>	<b>SW3609</b>	<b>SW3709</b>
9	<b>SW3010</b>	<b>SW3110</b>	<b>SW3210</b>	<b>SW3310</b>	<b>SW3410</b>	<b>SW3510</b>	<b>SW3610</b>	<b>SW3710</b>
10								

**CODE FOR Q. 30**

- 1...No significant out-of-pocket expenses necessary since treatment is free or low cost
- 2...High out-of-pocket expenses but reimbursed by employer fully or partially
- 3...High out-of-pocket expenses but reimbursed by insurance company fully or partially
- 4...High out-of-pocket expenses but financial support from friends/family not belonging to my household
- 5...High out-of-pocket expenses borne by my household
- 6...Other (specify in chart)

# Appendix: Survey of a Sample of Workers

W O R K E R  N O.	38.  How long does it take on average to reach your workplace from your home?	39.  Are you related to the owner or the manager?  1 = YES 2 = NO	40.  Are you in the same clan as the owner or the manager?  1 = YES 2 = NO	41.  Are you in the same ethnic group as the owner or the manager?  1 = YES 2 = NO
	<b>MINUTES</b>			
1	<b>SW3801</b>	<b>SW3901</b>	<b>SW4001</b>	<b>SW4101</b>
2	<b>SW3802</b>	<b>SW3902</b>	<b>SW4002</b>	<b>SW4102</b>
3	<b>SW3803</b>	<b>SW3903</b>	<b>SW4003</b>	<b>SW4103</b>
4	<b>SW3804</b>	<b>SW3904</b>	<b>SW4004</b>	<b>SW4104</b>
5	<b>SW3805</b>	<b>SW3905</b>	<b>SW4005</b>	<b>SW4105</b>
6	<b>SW3806</b>	<b>SW3906</b>	<b>SW4006</b>	<b>SW4106</b>
7	<b>SW3807</b>	<b>SW3907</b>	<b>SW4007</b>	<b>SW4107</b>
8	<b>SW3808</b>	<b>SW3908</b>	<b>SW4008</b>	<b>SW4108</b>
9	<b>SW3809</b>	<b>SW3909</b>	<b>SW4009</b>	<b>SW4109</b>
10	<b>SW3810</b>	<b>SW3910</b>	<b>SW4010</b>	<b>SW4110</b>