

THE WORLD BANK
Enterprise Survey
MICRO Module (2008) - Madagascar

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire	Module a0
Micro	4

A.1 Country

a1

A.2	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4

A.3x City/town/village

a3x

A.3 Size of locality

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5
	a3

A.3a	Region of the establishment (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	4

A.4 Industry

		Sampling sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricate metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Service	Retail	52	52
Other	Other manufacturing	2	2
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Other services	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

A.5 Sector match between screener information and sample frame **a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

	Sampling size a6a	Screener Size a6b
A.6 Size		
Small ≥ 5 and ≤ 19	1	1
Medium ≥ 20 and ≤ 99	2	2
Large ≥ 100	3	3

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

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
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A.8 Type of establishment**a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
Does not apply	-7

A.9 Establishment financial statements prepared separately from HQ statements**a9**

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.11 If HQ, financial statements independent from the rest of establishments**a11**

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code**a12**

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A.13 Supervisor code**a13**

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

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

Publicly listed company	1
Privately held, limited liability company	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
Other (spontaneous - specify) b1x	6

SKIP TO B.2

b1

B.3 What percent of this firm does the largest owner or owners own?

	Percent
Percent held by largest owner or owners	b3 %

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

	Percent	
Private domestic individuals, companies or organizations	b2a %	
Private foreign individuals, companies or organizations	b2b %	
Government/State	b2c %	IF 100% GO TO B5
Other	b2d %	
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

B.3a	Are the owners of the firm: INTERVIEWER: SHOW CARD
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All men	1
Majority are men	2
Majority are women	3
All women	4
Equally divided between men and women	5
Does not apply	-7
Don't know	-9

GO TO QUESTION AFB.4a

GO TO QUESTION AFB.4a

GO TO QUESTION AFB.4a

b3a

B.3b	Is the largest owner female?
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IF THERE ARE MULTIPLE LARGE OWNERS WITH THE SAME OWNERSHIP SHARE, PLEASE ANSWER WITH RESPECT TO THE PERSON MOST ACTIVE IN THE OPERATION OF THE FIRM

Yes	1
No	2
Don't know	-9

b3b

AFB.4a.	What is the ethnic origin of the current largest owner?
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African (specify AFb4a1 [table 1])	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify AFb4a4 [table 4])	4
European/Caucasian	5
Other	6
Don't Know	-9

AFb4a

1. Main African ethnic groups	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

4. Main "Other Asian" ethnic groups	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

B.3c	How did the largest owner acquire ownership of this firm? INTERVIEWER: SHOW CARD
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Started the business on their own or with partners	1	GO TO QUESTION B3e GO TO QUESTION B3e
Purchased (part of) an existing business	2	
Joined an existing business owned by his/her own family (with parents, siblings, in-laws, etc.)	3	
Other	4	GO TO QUESTION B3e

b3c

B.3d	The family business was joined by:
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Heritage	1	
Marriage	2	
Other	3	

b3d

B.3e	Which of the following two options best describes why the largest owner started or took over this firm? INTERVIEWER: SHOW CARD
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To take advantage of a business opportunity	1	
Alternative jobs or opportunities were absent or not satisfactory	2	
Don't know (spontaneous)	-9	

b3e

B.3f	Which of the following best describes the largest owner's involvement in decision making in this firms? INTERVIEWER: SHOW CARD
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Makes most decisions on his/her own	1	GO TO QUESTION B5
Makes decisions in consultation with other owners?	2	
Delegates most decisions to other partners owners?	3	
Has appointed a manager(s) who make decision	4	
A board of directors makes the decision	5	
Other (specify)	6	
Do not know (spontaneous)	-9	

b3f

B.3g	Is the manager most responsible to run the firm female?
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Yes	1	
No	2	
Don't know (spontaneous)	-9	

b3g

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

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

	Year
Year establishment began operations	b5

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: include respondent when applicable**)?

	Number
Full-time employees at start-up	b6
Don't know (spontaneous)	-9

B.6a Was this establishment formally registered when it began operations?

Yes	1
No	2
Don't know (spontaneous)	-9

b6a

B.6b In what year was this establishment formally registered?

	Year
Year establishment formally registered	b6b
Don't know (spontaneous)	-9
Never registered (spontaneous)	-7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

AFB.7a What is the highest level of education of the **current** top manager?

No Education	1
Primary School	2
Started but did not complete secondary school	3
Secondary School	4
Vocational Training	5
Some university training	6
Graduate degree (BA, BSc etc.)	7
Masters of Business Administration (MBA) from university in this country	8
Masters of Business Administration (MBA) from university in another country	9
Other post graduate degree (Ph.D, Masters) from university in this country	10
Other post graduate degree (Ph.D, Masters) from university in another country	11
Don't Know	-9

AFb7a

B.7	How many years of experience working in this sector does the Top Manager have?
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	Years
Top Manager's experience in sector	b7
Don't know (spontaneous)	-9

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations in fiscal year 2007.

C.1 In fiscal year 2007, did this establishment use its own transport to make shipments to its customers?

Yes	1
No	2
Don't know (Spontaneous)	-9

GO TO QUESTION C.3
GO TO QUESTION C.3

c1

C.2 In fiscal year 2007, what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport?

	Percent
Percent shipped with own transport	c2
Don't know (Spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION C.6
GO TO QUESTION C.6

c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

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

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

c5

C.6 Over fiscal year **2007**, did this establishment experience power outages?

Yes	1
No	2
Don't know (spontaneous)	-9

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

c6

C.7 In a typical month, over fiscal year **2007**, how many power outages did this establishment experience?

	Number
Average number of power outages per month	c7
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.10

C.8 How long did these power outages last on average?

	Hours
Average duration of power outage	c8
Don't know (spontaneous)	-9

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

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percent of total annual sales due to power outages	c9a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	MGA
Annual losses due to power outages	c9b

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

C.10 Over the course of fiscal year **2007**, did this establishment own or share a generator?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION AIC.2e
GO TO QUESTION AIC.2e

c10

C.11 In fiscal year **2007**, what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percent electricity from generators	c11 %
Don't know (spontaneous)	-9

AIC.2e At the present time, does this establishment have an electrical connection?

Yes	1
No	2
Don't know (Spontaneous)	-9

AIC2e

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

Yes	1
No	2
Don't know (spontaneous)	-9

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

c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	c13
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

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

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

c14

C.15 Over fiscal year **2007**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION C.18

GO TO QUESTION C.18

c15

C.16 In a typical month, over fiscal year **2007**, how many incidents of insufficient water supply did this establishment experience?

	Number
Average number of incidents of water insufficiency per month	c16
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.18

GO TO QUESTION C.18

C.17 How long did these incidents of insufficient water supply last on average?

	Hours
Average duration of insufficient water supply	c17
Don't know (spontaneous)	-9

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

C.18 In fiscal year **2007**, what percent of this establishment's water supply, used in the production process, was from public sources?

	Percent
Water from public sources	c18
Don't know (spontaneous)	-9

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

AIC.11a At the present time, does this establishment have a water connection?

Yes	1
No	2
Don't know	-9

AIC11a

AIC.11b At the present time, does this establishment have toilet facilities that are connected to a public sewer?

Yes	1
No	2
Don't know	-9

AIC11b

C.19	Over the last two years, did this establishment submit an application to obtain a telephone connection?
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Yes	1	GO TO QUESTION C.22 GO TO QUESTION C.22
No	2	
Don't know (spontaneous)	-9	
		c19

C.20	In reference to that application for a telephone connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
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	Days
Wait for telephone connection	c20
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

C.21	In reference to that application for a telephone connection, was an informal gift or payment expected or requested?
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Yes	1	c21
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

C.22	At the present time, does this establishment use any of the following:?
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	Yes	No	Don't know (spontaneous)
a. E-mail to communicate with clients or suppliers c22a	1	2	-9
b. Its own website c22b	1	2	-9
c. Cell phone(s) A1c22c	1	2	-9

A1C.18a	At the present time, does this establishment have a fixed-line telephone connection?
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Yes	1	A1c18a
No	2	
Don't know	-9	

C.30	Is electricity No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontan eous)	Does Not Apply (spontan eous)
Electricity	c30a	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In fiscal year **2007**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales (in MGA)?

Description

d1a1x

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product of this establishment.

SHOW CARD

	Code
Code of main product	d1a2

D.1a3 What percentage of total sales does the main product represent?

	%
Percentage of sales represented by main product	d1a3

D.2 In fiscal year **2007**, what were this establishment's total annual sales?

	MGA
Last complete fiscal year's total sales	d2

INTERVIEWER: IF THE RESPONDENT CANNOT ANSWER GO TO D.2.a

AID.2a What were this establishment's total sales **last month**?

	MGA
Last complete month's total sales	AId2a

D.3	In fiscal year 2007 , what percent of this establishment's sales were: SHOW CARD
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INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

	Percent	
National sales	d3a %	IF 100, GO TO QUESTION D.10
Indirect exports (sold domestically to third party that exports products)	d3b %	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	IF 0, GO TO QUESTION D.10
	100%	

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

D.8	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	d8
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10	In fiscal year 2007 , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft ?
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	Percent
Losses due to theft as percent of consignment value	d10 %
Don't know (spontaneous)	-9
No internal shipments made	-7

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

D.11	In fiscal year 2007 , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage ?
-------------	--

	Percent
Losses due to breakage or spoilage as percent of consignment value	d11 %
Don't know (spontaneous)	-9
No internal shipments made	-7

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

D.12 In fiscal year **2007**, as a proportion of all of the material inputs or supplies purchased that year, what percent of this establishment's material inputs or supplies were: **SHOW CARD**

	Percent	Don't know (spontaneous)
Material inputs or supplies of domestic origin	d12a %	-9
Material inputs or supplies of foreign origin	d12b %	-9
	100%	

INTERVIEWER: CHECK THAT THE TOTAL IS 100%

INTERVIEWER: Ask the "most important input" to Manufacturing establishments and the "main sales item" to Service establishments.

D.16 At the present time, when this establishment receives delivery of its [**most important input or main sales item**], how many days of inventory, measured in [**days of production or days of sales**], does this establishment keep?

	Days
Days of inventory of most important input/main sales item	d16
Don't know (spontaneous)	-9

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

AFD.11a In fiscal year **2007**, for how many years have you known this establishment's primary supplier of its main input/sales item?

	Years
Years of relations with primary supplier	AFd11a

INTERVIEWER: IF THE RESPONDENT SAYS LESS THAN ONE YEAR, CODE AS 1

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now we turn to another topic.

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (sponta neous)	Does Not Apply (sponta neous)
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

F. CAPACITY**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now we turn to another topic.****F.2**In fiscal year **2007**, how many hours per week did this establishment normally operate?

	Hours per week
Typical hours of operation in a week	f2

G. LAND**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now we turn to another topic.

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

	Percent
Owned by this establishment	g1a %
Leased by this establishment	g1b %
Other	g1c %
	100%

INTERVIEWER: CHECK TOTAL SUMS TO 100%**UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7****G.2** Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION G.30**GO TO QUESTION G.30****g2****G.3** In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	g3
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**G.4** In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

g4

G.30	Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to land g30a	0	1	2	3	4	-9	-7

AIG.5	At the present time, is this establishment's main business location the owner's house?
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Yes	1
No	2
Don't know (spontaneous)	-9

AIG5

AIG.6	At the present time, is this establishment's main business location in a permanent non-movable structure?
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Yes	1
No	2
Don't know (spontaneous)	-9

AIG6

AIG.7	Over the last 12 months, did the establishment have to change its main business location due to a lack of secure title to its land or building (i.e. it has been forced out by officials, landlord, others with a claim)?
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Yes	1
No	2
Don't know (spontaneous)	-9

AIG7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **2007**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In fiscal year **2007**, what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percent of total annual sales for security	i2a %
Don't know (spontaneous)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	MGA
Total annual cost of security	i2b
Don't know (spontaneous)	-9

I.3 In fiscal year **2007**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

I.4 For fiscal year **2007**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses from theft as percent of total annual sales	i4a %
Don't know (spontaneous)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	MGA
Total annual value of losses from theft	i4b
Don't know (spontaneous)	-9

I.30	Are crime, theft and disorder No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontane ous)	Does Not Apply (spontane ous)
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year **2007**, what percent, as a proportion of the value of **total annual purchases** of material inputs or services, were:

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

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.2 In fiscal year **2007**, what percent of this establishment's **total annual sales** of its goods or services were: **SHOW CARD**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k2a %	-9
Paid for on delivery?	k2b %	-9
Paid for after delivery?	k2c %	-9
	100 %	

INTERVIEWER: CHECK THAT TOTALS ARE 100%

AFK.6b In fiscal year **2007**, what percent of the total payments this establishment received were in the form of non-cash payments through the formal financial sector? This includes payments by things such as checks, direct deposits, or credit card payments.

	Percent
Percent of payments received through formal financial system	AFk6b
Don't know (spontaneous)	-9

K.3 Over fiscal year **2007**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?
INTERVIEWER: SHOW CARD

	Percent
a. Internal funds/Retained earnings	k3a %
b. Borrowed from banks (private and state-owned)	k3bc %
e. Borrowed from non-bank financial institutions	k3e %
f. Purchases on credit from suppliers and advances from customers	k3f %
h. Other (moneylenders, friends, relatives, etc.)	k3hd %
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.4	In fiscal year 2007 , did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?
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Yes	1	GO TO QUESTION K.6 GO TO QUESTION K.6
No	2	
Don't know (spontaneous)	-9	
		k4

N.5	In fiscal year 2007 , how much did this establishment spend on purchases of:
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	MGA
Machinery, vehicles, and equipment (new and/or used)	n5a
Land and buildings	n5b

K.5	Over fiscal year 2007 , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources? SHOW CARD
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	Percent
a. Internal funds or Retained earnings	k5a%
i. Owners' contribution or issued new equity shares	k5i%
j. Issued new debt (including commercial paper and debentures)	k5j%
b. Borrowed from banks (private and state-owned)	k5bc%
e. Borrowed from non-bank financial institutions	k5e%
f. Purchases on credit from suppliers and advances from customers	k5f%
h. Other (moneylenders, friends, relatives, etc)	k5hd%
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.6	Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?
------------	---

Yes	1	k6
No	2	
Don't know (spontaneous)	-9	

K.7	At this time, does this establishment have an overdraft facility?
------------	---

Yes	1	GO TO QUESTION K.8 GO TO QUESTION K.8
No	2	
Don't know (spontaneous)	-9	
		k7

AFK.7a For this establishment's overdraft facility, what is the average interest rate?

	Percent
Average rate of interest for overdraft	AFk7a

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

Yes	1	GO TO QUESTION K.16 GO TO QUESTION K.16
No	2	
Don't know (spontaneous)	-9	
		k8

AFK.8a Was this most recent credit in the form of?

Line of credit	1	
Loan	2	
Don't know	-9	
		AFk8a

INTERVIEWER: IN NEXT QUESTIONS ASK EITHER LINE OF CREDIT OR LOAN DEPENDING ON THE ANSWER GIVEN TO QUESTION AFK8A.

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD**

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3	
Other	4	
		k9

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

	Year
Year most recent loan/line of credit approved	k10
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

AFK.10a What is the rate of interest of this most recent [line of credit or loan]?

.....% **AFk10a**

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

	MGA
Size of most recent loan/line of credit approved	k11

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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

	Months
Months to pay off most recent loan /line of credit	k12
Don't know (spontaneous)	-9

INTERVIEWER: IF NO TIME TO PAY BACK WAS SPECIFIED, WRITE -5

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

Yes	1	GO TO QUESTION K.16 GO TO QUESTION K.16
No	2	
Don't know (spontaneous)	-9	
		k13

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

Collateral		Yes	No
Land, buildings under ownership of the establishment	k14a	1	2
Machinery and equipment including movables	k14b	1	2
Accounts receivable and inventories	k14c	1	2
Personal assets of owner (house, etc.)	k14d	1	2
Other forms of collateral not included in the categories above	k14e	1	2

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

	Percent
Value of collateral as percent of loan/line of credit value	k15 %

K.16 Going back to the last fiscal year **2007**, did this establishment apply for any loans or lines of credit?

Yes	1	GO TO QUESTION K.18
No	2	
Don't know (spontaneous)	-9	
		k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan in fiscal year 2007 ? SHOW CARD
-------------	---

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21
Application procedures for loans or lines of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements are too high	4	
Size of loan and maturity are insufficient	5	
It is necessary to make informal payments to get bank loans	8	
Did not think it would be approved	6	
Other	7	GO TO QUESTION K.21
		k17

K.18	In fiscal year 2007 , did this establishment apply for any new loans or new lines of credit that were rejected?
-------------	--

Yes	1	GO TO QUESTION K.21 GO TO QUESTION K.21
No	2	
Don't know (spontaneous)	-9	
		k18a

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

	Number
Loan applications rejected	k19
Don't know (spontaneous)	-9

AFK.20	In fiscal year 2007 , what was the main reason given by the lender for those rejections? (SHOW CARD)
---------------	--

Unacceptable collateral or cosigners	1	AFk20
Insufficient profitability	2	
Problematic credit history/report	3	
Incomplete loan application	4	
Already high level of indebtedness	5	
Other	6	
Don't know	-9	

K.21	In fiscal year 2007 , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--

Yes	1	k21
No	2	
Still in progress	3	
Don't know (spontaneous)	-9	

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

	No obstacle	Minor obstacle	Moderat e obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to financing k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1 I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted" h7a	1	2	3	4	-9
"Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." j1a	1	2	3	4	-9

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
[By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	Percent
Senior management's time spent in dealing with regulations	j2 %
Don't know (spontaneous)	-9

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

J.3 Over the last year, was this establishment visited or inspected by tax officials?

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
Don't know (spontaneous)	-9	
	j3	

J.4 Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

	Number
Times inspected or met with tax officials	j4
Don't know (spontaneous)	-9

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

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

j5

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

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

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0

J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percent of total annual sales paid as informal payment	j7a %
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	MGA
Total annual informal payment	j7b
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0

AFJ.8 Recognizing the difficulties many establishments face in fully complying with taxes and regulations, at the present time what **percent of total annual sales** would you estimate the typical establishment in your line of business declares for tax purposes?

	Percent
Percent of total annual sales reported for tax purposes	AFj8
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

J.10 Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1	GO TO QUESTION J.13 GO TO QUESTION J.13
No	2	
Don't know (spontaneous)	-9	
		j10

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	j11
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

J.12 In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1	j12
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

J.13 Over the last two years, did this establishment submit an application to obtain an operating license?

Yes	1	GO TO QUESTION J.30 GO TO QUESTION J.30
No	2	
Don't know (spontaneous)	-9	
		j13

J.14	Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?
-------------	---

	Days
Wait for operating license	j14
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

J.15	In reference to that application for an operating license, was an informal gift or payment expected or requested?
-------------	---

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

j15

J.30	As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. SHOW CARD
-------------	---

ROTATE OPTIONS		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
a. Tax rates	j30a	0	1	2	3	4	-9	-7
b. Tax administration	j30b	0	1	2	3	4	-9	-7
c. Business licensing and permits	j30c	0	1	2	3	4	-9	-7
e. Political instability	j30e	0	1	2	3	4	-9	-7
f. Corruption	j30f	0	1	2	3	4	-9	-7
g. Courts	h30	0	1	2	3	4	-9	-7

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees.

L.1 At the end of fiscal year **2007**, how many **permanent, full-time paid employees** did this establishment employ? Please include all paid employees and managers (**INTERVIEWER: include interviewee if applicable**).

INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day. [Note: To be considered permanent a worker does not necessarily need a written contract].

	Number
Permanent, full-time paid employees end of last fiscal year	11
Don't know (spontaneous)	-9

AIL.3 At the end of fiscal year **2007**, how many permanent full-time paid employees were female?

	Number
Female permanent, full-time paid employees last fiscal year	AI13
Don't know (spontaneous)	-9

AIN.4 Approximately, in fiscal year **2007**, what was the average monthly compensation, including benefits when applicable, for a permanent, full-time paid worker?

	MGA
Average monthly compensation for permanent, full-time paid worker	AIn4

L.2 Three fiscal years ago, at the end of fiscal year **2005**, how many **permanent, full-time paid employees** did this establishment employ? Please include all paid employees and managers (**INTERVIEWER: include interviewee if applicable**).

	Number
Permanent, full-time paid employees three fiscal years ago	12
Don't know (spontaneous)	-9

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

AFL.8a At the end of fiscal year **2007**, how many part-time workers—workers that work less than a full shift per day—were employed by this establishment?

	Number
Part-time Workers	AFL8a
Don't know (spontaneous)	-9

AIL.4a At the end of fiscal year **2007**, how many unpaid workers were employed by this establishment?

	Number	
Unpaid workers last fiscal year	AIL4a	IF 0, GO TO QUESTION AIL.5
Don't know (spontaneous)	-9	

AIL.4 At the end of fiscal year **2007**, of the unpaid workers employed by this establishment how many were **unpaid full-time workers**?

	Number
Unpaid full-time workers last fiscal year	AIL4
Don't know (spontaneous)	-9

AIL.5 At the end of fiscal year **2007**, how many family members of the owner(s) of this establishment were employed by this establishment?

	Number	
Family members last fiscal year	AIL5	IF 0, GO TO QUESTION AFK.6a
Don't know (spontaneous)	-9	

AIL.5a At the end of fiscal year **2007**, how many of those family members received financial compensation for their work?

	Number
Family members with financial compensation last fiscal year	AIL5a
Don't know (spontaneous)	-9

AIL.5b At the end of fiscal year **2007**, how many of those family members received in-kind compensation for their work? (i.e. Family members receiving lodging or food as compensation or paid with products made or sold by the establishment).

	Number
Family members with in-kind compensation last fiscal year	AIL5b
Don't know (spontaneous)	-9

AII.5c	At the end of fiscal year 2007 , how many of those family members received no compensation at all for their work?
---------------	--

	Number
Family members with no compensation at all last fiscal year	AII5c
Don't know (spontaneous)	-9

AFK.6a	In fiscal year 2007 , what percent of the total payments that this establishment made to its employees were in the form of non-cash payments through the formal financial sector? This includes payments by things such as checks, direct deposit, or credit card payments.
---------------	--

	Percent
Percent of payments made to employees through formal financial system	AFk6a
Don't know (spontaneous)	-9

L.9	What is the average educational attainment of a typical production worker employed in this establishment? SHOW CARD
------------	---

0-3 years of education	1
4-6 years of education	2
7-9 years of education	3
10-12 years of education	4
13 years and above of education	5
Don't know (spontaneous)	-9
	19

L.10	Over fiscal year 2007 , did this establishment have formal training programs for its permanent, full-time paid employees ?
-------------	--

Yes	1
No	2
Don't know (spontaneous)	-9
	110

GO TO QUESTION AFL.14
GO TO QUESTION AFL.14

AIL.11a	Referring to the training programs run over fiscal year 2007 , how many permanent, full-time paid employees received formal training?
----------------	---

	Number
Trained permanent, full-time paid employees	AIL11a
Don't know (spontaneous)	-9

AFL.10a	Referring to the training programs run over fiscal year 2007 , what was the amount that this establishment spent training its permanent, full-time paid employees as percent of sales?
----------------	--

	Percent
Percent of annual sales for training permanent, full-time paid employees	AFL10a
Don't know (spontaneous)	-9

AFL.14	Over fiscal year 2007 , how did this establishment usually find new employees?
---------------	---

Through family/friends	1
Public placement office	2
Private placement office	3
Public announcement/advertisement	4
School-related network	5
Other	6
	AFL14

L.30	Are labor regulations No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? INTERVIEWER: SHOW CARD
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

R. REGISTRATION**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

We now turn to another topic.

AIR.1 At the present time, has this establishment obtained approval for or registered its name with the Office of the Registrar or other government institution responsible for approving company names?

Yes	1
No	2
Don't know	-9

Air1

AIR.2 At the present time, has this establishment registered with the Office of the Registrar, local courts, or other government institution responsible for commercial registration?

Yes	1
No	2
Don't know	-9

Air2

AIR.3 At the present time, has this establishment obtained an operating or trade license or otherwise registered for a general business license with any municipal agency?

Yes	1
No	2
Don't know	-9

Air3

AIR.4 At the present time, has this establishment registered with or obtained a tax identification number from the tax administration or other agency responsible for tax registration?

Yes	1
No	2
Don't know	-9

Air4

AIR.5	Whether this establishment is currently registered or not, do you think that the following pose No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle with respect to registering a business?
--------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Difficulty of getting information on what you need to do to register AIR5a	0	1	2	3	4	-9	-7
Time to complete registration procedures AIR5b	0	1	2	3	4	-9	-7
Financial cost of completing registration procedures AIR5c	0	1	2	3	4	-9	-7
Minimum capital requirements for registered enterprises in my sector AIR5d	0	1	2	3	4	-9	-7
Financial burden of taxes on registered enterprises AIR5e	0	1	2	3	4	-9	-7
Administrative burden of complying with all tax laws for registered enterprises AIR5f	0	1	2	3	4	-9	-7
Other administrative burdens imposed on registered businesses (e.g., inspections and meetings with government officials) AIR5g	0	1	2	3	4	-9	-7
Strict labor market rules that registered businesses must comply with AIR5h	0	1	2	3	4	-9	-7
Bribes and informal gifts that registered firms need to pay to government officials AIR5i	0	1	2	3	4	-9	-7

S. AIDS AND SICKNESS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

AFS.1y Does this establishment **currently** have a pre-employment health check for new employees?

Yes	1
No	2
Don't know	-9

AFs1y

AFS.1 Have the following situations affected this establishment's workforce in the past 2 years:

	Yes	No	DK
High absenteeism due to sickness AFs1a	1	2	-9
High absenteeism as employees need to care of family members or friends due to sickness AFs1b	1	2	-9

AFS.2 Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years

	Yes	No	DK
High absenteeism due to HIV/AIDS AFs2a	1	2	-9
High absenteeism as employees need to care of family members or friends due to HIV/AIDS AFs2b	1	2	-9

AFS.3 Did this establishment undertake any of the following activities, in fiscal year **2007**, to prevent HIV/AIDS among employees?

	Yes	No	DK
HIV prevention messages AFs3a	1	2	-9
Free condom distribution AFs3b	1	2	-9
Anonymous HIV testing AFs3c	1	2	-9

AFS.4 In fiscal year **2007**, how much did this establishment spend on all AIDS/HIV programs and activities.

	2007
Cost of all AIDS/HIV programs and activities AFs4	MGA
Don't know (Spontaneous)	-9

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

M.1	Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. SHOW CARD
------------	--

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

Most serious obstacle	m1a
Don't know (spontaneous)	-9
Does not apply (spontaneous)	-7

Rotation	m1d
----------	------------

M. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.1 In fiscal year **2007**, what percent of this establishment's total annual sales came from the following activities:

	Percent
a. Manufacturing	n1a %
b. Services	n1b %
c. Other	n1c %
	100%

AFN.1d In fiscal year **2007**, what percent of this establishment's total revenue came from selling intermediate products?

	2007
Percent of output corresponds to intermediate products	AFn1d %

N.2 For fiscal year **2007**, please provide the following information about this establishment:

	MGA
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a
e. Total annual cost of raw materials and intermediate goods used in production	n2e
b. Total annual costs of electricity	n2b
d. Total annual cost of rental of land/buildings, equipment, furniture	n2d

N.7 Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

	MGA
Machinery, vehicles, and equipment	n7a
Land and buildings	n7b

A.15a Please complete the following information about the interviewee(s)

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3a
Second respondent	a15a1b	a15a2b	a15a3b

B.20	The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you authorize us to forward your contact details onto them?
-------------	---

Yes	1	
No	2	b20

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

Day (dd)	Month (mm)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15h	a15min

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The questions regarding figures (productivity and employment numbers):

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

A.19 If option 2 or 3 in **A.18**, estimate duration of the whole interview

Hour	Minutes
a19h	a19min