

**THE WORLD BANK**  
*Africa Indicator Survey (2008) - Lesotho*

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Indicator	6

**A.1 Country**

<b>a1</b>
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**A.2**

	<b>Sampling Region a2</b>
Region A	1
Region B	2
Region C	3

**A.3x City/town/village**

<b>a3x</b>
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**A.3**

	<b>Size of locality a3</b>
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

**A.3a**

	<b>Region of the establishment (coded ex post) a3a</b>
Region A	1
Region B	2
Region C	3

**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
	Services of motor vehicles	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

**A.6 Size**

	Sampling size a6a	Screener Size a6b
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	<b>a7a</b>
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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 the World Bank to develop policies and programs that enhance employment and economic growth in Lesotho.

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**

**INTERVIEWER: READ THE FOLLOWING TWO SENTENCES ONLY IF THE ESTABLISHMENT IS PART OF A LARGER FIRM:**

We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

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

Shareholding company with shares traded in the stock market	1	<b>SKIP TO B.2</b>
Shareholding company with shares traded privately	2	
Sole proprietorship	3	
Partnership	4	
Limited partnership	5	
<b>Other (spontaneous - specify) <span style="color: red;">b1x</span></b>	6	

**b1**

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

	<b>Percent</b>
Percent held by largest owner or owners	<b>b3</b> %

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

	<b>Percent</b>		
Private domestic individuals, companies or organizations	<b>b2a</b> %		
Private foreign individuals, companies or organizations	<b>b2b</b> %		
Government/State	<b>b2c</b> %	<b>IF 100%</b>	<b>TERMINATE</b>
Other	<b>b2d</b> %		
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**B.3a** Are the owners of the firm:  
**INTERVIEWER: SHOW CARD**

All men	1
Majority are men	2
Majority are women	3
All women	4
Equally divided between men and women	5
<b>Does not apply</b>	<b>-7</b>
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

**b3a**

**B.3b** Is the largest owner female?

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**b3b**

**AFB.4a.** What is the nationality of the current largest owner?

African (specify <b>AFb4a1 [table 1]</b> )	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify <b>AFb4a4 [table 4]</b> )	4
European/Caucasian	5
Other	6
<b>Don't Know (spontaneous)</b>	<b>-9</b>
<b>AFb4a</b>	

**SERIAL NUMBER****serial**

<b>AFb4a1. Main African nationality</b>	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

<b>AFb4a4 Main "Other Asian" nationality</b>	
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**

Started the business on their own or with partners	1	<b>GO TO QUESTION B3e</b>
Purchased an existing business	2	<b>GO TO QUESTION B3e</b>
Joined an existing family business	3	
Joined an existing non family business	4	<b>GO TO QUESTION B3e</b>
<b>Other (spontaneous)</b>	5	<b>GO TO QUESTION B3e</b>
<b>Do not know (spontaneous)</b>	<b>-9</b>	
		<b>b3c</b>

**B.3d** The family business was joined by:

Heritage	1	
Marriage	2	
Other	3	
<b>Do not know (spontaneous)</b>	<b>-9</b>	
		<b>b3d</b>

**B.3e** Which of the following two options best describes why the largest owner started or took over this firm?  
**INTERVIEWER: SHOW CARD**

To take advantage of a business opportunity	1	
Jobs or opportunities were absent or not satisfactory	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
		<b>b3e</b>

**B.3f** Which of the following best describes the largest owner's involvement in decision making in this firms?  
**INTERVIEWER: SHOW CARD**

Makes most decisions on his/her own	1	<b>GO TO QUESTION B5</b>
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 _____ <b>b3fx</b> )	6	
<b>Do not know (spontaneous)</b>	<b>-9</b>	
		<b>b3f</b>

**B.3g** Is the manager most responsible to run the firm female?

Yes	1	
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
		<b>b3g</b>

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**  
**I want to proceed by asking you about the establishment**

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

	Year
Year establishment began operations	b5
<b>Don't know (spontaneous)</b>	-9

**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
<b>Don't know (spontaneous)</b>	-9

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

Yes	1	
No	2	
<b>Don't know (spontaneous)</b>	-9	
		b6a

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

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

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

No Education	1
Primary School	2
Incomplete 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
<b>Don't Know (spontaneous)</b>	-9
<b>AFb7a</b>	

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	<b>Years</b>
Top Manager's experience in sector	<b>b7</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>B.8</b>	Does this establishment have an internationally-recognized quality certification?
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**INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000.**

Yes	1
No	2
<b>Still in process (spontaneous)</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>b8</b>
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<b>AFB.8a</b>	Is this establishment located in an export processing or other industrial zone?
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<b>Export Processing Zone</b>	<b>1</b>
<b>Other Industrial Zone</b>	<b>2</b>
<b>Neither of the above</b>	<b>3</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFb8a</b>
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**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.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
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

**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 outages	<b>c8</b>
<b>Less than one hour</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>c9a</b> %

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LCUs
Annual losses due to power outages	<b>c9b</b>
None	<b>0</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.12**  
**GO TO QUESTION C.12**

**c10**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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?

	<b>Days</b>
Wait for water connection	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

<b>c14</b>
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**C.16** In a typical month, over fiscal year 2007, how many incidents of insufficient water supply did this establishment experience?

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

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

	<b>Hours</b>
Average duration of insufficient water supply	<b>c17</b>
<b>Less than one hour</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.19** Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.22**  
**GO TO QUESTION C.22**

<b>c19</b>
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**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?

	<b>Days</b>
Wait for telephone connection	<b>c20</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b> (spontaneous)	<b>-9</b>

**C.21** In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>Don't know</b> (spontaneous)	<b>-9</b>
<b>REF</b> (spontaneous)	<b>-8</b>

<b>c21</b>
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**C.22** At the present time, does this establishment use any of the following:?

	Yes	No	<b>Don't know</b> (spontaneous)
E-mail to communicate with clients or suppliers <b>c22a</b>	1	2	<b>-9</b>
Its own website <b>c22b</b>	1	2	<b>-9</b>

**C.30** Is **electricity** 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	<b>Don't Know</b> (spontaneous)	<b>Does Not Apply</b> (spontaneous)
Electricity <b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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

	LSL
Last complete fiscal year's total sales	<b>d2</b>

**D.3** In fiscal year 2007, what percent of this establishment's sales were:

**INTERVIEWER: SHOW CARD**

**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

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

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**AFD.3f-h** In fiscal year 2007, what percent of this establishment's annual export revenue were to:  
**SHOW CARD**

Region	% of total export revenue
Neighboring Countries within Sub-Saharan Africa	<b>AFd3f</b>
Developed Countries	<b>AFd3g</b>
Other	<b>AFd3h</b>

**INTERVIEWER: CHECK THAT THE TOTAL IS 100%**

**AFD.3j** In fiscal year 2007, when exporting directly, what is the **main point of exit** (e.g., border crossing, land port, airport, or seaport) that this establishment used?

Name of main point of exit

**AFd3jx**

**AFD.5a** Thinking of the **main point of exit**, in fiscal year 2007, what were the total clearing costs for an average consignment as a percent of the consignment value? In calculating the total clearing costs, please include things such as payments to clearing agents, storage fees, container handling fees, and gifts or informal payments to customs officials.

	as % of consignment value
Total clearing cost	<b>AFd5a</b>

**D.4** In fiscal year 2007, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	<b>d4</b>
<b>Less than one day</b>	<b>1</b>
<b>Does not apply (exports only within EU)</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.6** In fiscal year 2007, what percent of the consignment value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percent of consignment value	<b>d6a</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.7** In fiscal year 2007, what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percent of consignment value	<b>d7</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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?

	Percent
Losses due to theft as percent of consignment value	<b>d10a</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>No internal shipments made</b>	<b>-7</b>

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

	Years
<b>Years of relations with primary supplier</b>	<b>AFd11a</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.11d** In fiscal year 2007, did this establishment subcontract any part of its production to other firms?

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

**AFd11d**

**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: **INTERVIEWER: SHOW CARD**

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

**IF 0, GO TO QUESTION D.30**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**D.13** Were any of the material inputs or supplies purchased in fiscal year 2007, imported directly?

Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>

**GO TO QUESTION D.30**  
**GO TO QUESTION D.30**

**d13**

**D.14** In fiscal year 2007, when this establishment imported material inputs or supplies, how many days did it take on average from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	<b>d14</b>
<b>Less than one day</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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?

**INTERVIEWER: SHOW CARD**

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

**E. DEGREE OF COMPETITION**

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**  
 Now we turn to another topic.

**AFE.1a** Please estimate what is the local market share of this establishment's main product line, in fiscal year 2007.

	%
Local market share	AFe1a
Don't know (spontaneous)	-9

**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

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

e6

**E.11** Does this establishment compete against unregistered or informal firms?

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

e11

**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?  
**INTERVIEWER: SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Practices of competitors in the informal sector <span style="color: red;">e30</span>	0	1	2	3	4	-9	-7

**G. LAND**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 We change topics to questions about land issues.

<b>G.2</b>	Over the last two years, did this establishment submit an application to obtain a construction-related permit?
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Yes	1
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION G.30**  
**GO TO QUESTION G.30**

g2
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<b>G.3</b>	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?
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	Days
Wait for a construction-related permit	g3
Still in process	-6
Application denied	-5
Less than one day	1
Don't know (spontaneous)	-9

<b>G.4</b>	In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?
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Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

g4
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<b>G.30</b>	Is <b>access to land</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>INTERVIEWER: SHOW CARD</b>
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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	0	1	2	3	4	-9	-7

**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

<b>I.1</b>	In fiscal year 2007, did this establishment pay for security, for example equipment, personnel, or professional security services?
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Yes	1	<b>GO TO QUESTION I.3</b> <b>GO TO QUESTION I.3</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

i1
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<b>I.2</b>	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?
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	Percent
Percent of total annual sales for security	<b>i2a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LSL
Total annual cost of security	<b>i2b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>I.3</b>	In fiscal year 2007, did this establishment experience losses as a result of theft, robbery, vandalism or arson?
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Yes	1	<b>GO TO QUESTION I.30</b> <b>GO TO QUESTION I.30</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

i3
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<b>I.4</b>	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?
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	Percent
Losses from theft, robbery, vandalism or arson as percent of total annual sales	<b>i4a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LSL
Total annual value of losses from theft, robbery, vandalism or arson	<b>i4b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

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

	Percent	Don’t know (spontaneous)
Paid for before the delivery?	<b>k2a</b> %	<b>-9</b>
Paid for on delivery?	<b>k2b</b> %	<b>-9</b>
Paid for after delivery?	<b>k2c</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**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	Don’t know (spontaneous)
a. Internal funds/Retained earnings	<b>k3a</b> %	<b>-9</b>
b. Borrowed from banks (private and state-owned)	<b>k3bc</b> %	<b>-9</b>
e. Borrowed from non-bank financial institutions	<b>k3e</b> %	<b>-9</b>
f. Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
h. Other (moneylenders, friends, relatives, etc.)	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**K.4** In fiscal year 2007, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1
No	2
<b>Don’t know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.6**  
**GO TO QUESTION K.6**

**k4**

**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?  
**INTERVIEWER: SHOW CARD**

	Percent
a. Internal funds or Retained earnings	<b>k5a%</b>
i. Owners' contribution or issued new equity shares	<b>k5i%</b>
j. Issued new debt (including commercial paper and debentures)	<b>k5j%</b>
b. Borrowed from banks (private and state-owned)	<b>k5bc%</b>
e. Borrowed from non-bank financial institutions	<b>k5e%</b>
f. Purchases on credit from suppliers and advances from customers	<b>k5f%</b>
h. Other (moneylenders, friends, relatives, etc)	<b>k5hd%</b>
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 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
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k6**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k7**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.16**  
**GO TO QUESTION K.16**

**k8**

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

	Percent
Average rate of interest for recent loan/line of credit approved	<b>AFk10a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.16**  
**GO TO QUESTION K.16**

**k13**

**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?

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

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.18**  
**GO TO QUESTION K.18**

**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? **INTERVIEWER: SHOW CARD**

No need for a loan - establishment has sufficient capital	1
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**  
**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
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**

**k18a**

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

	<b>Number</b>
Loan applications rejected	<b>k19</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
Still in progress	3
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k21**

**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? **INTERVIEWER: SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Access to financing <b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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. **INTERVIEWER: 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

**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 on dealing with regulations	j2 %
No time was spent	0
Don't know (spontaneous)	-9

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

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
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
<b>Don't know (spontaneous)</b>	-9
<b>REF (spontaneous)</b>	-8

**j5**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	-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
<b>No payments/gifts are paid</b>	0
<b>Refusal (spontaneous)</b>	-8
<b>Don't know (spontaneous)</b>	-9

**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 %
<b>Don't know (spontaneous)</b>	-9
<b>Refusal (spontaneous)</b>	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LSL
Total annual informal payment	j7b
<b>Don't know (spontaneous)</b>	-9
<b>Refusal (spontaneous)</b>	-8

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

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION J.13**  
**GO TO QUESTION J.13**

<b>j10</b>
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**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?

	<b>Days</b>
Wait for import license	<b>j11</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Less than one day</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

<b>j12</b>
------------

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**

<b>j13</b>
------------

**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?

	<b>Days</b>
Wait for operating license	<b>j14</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Less than one day</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>J.15</b>	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

<b>j15</b>
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<b>J.30</b>	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. <b>INTERVIEWER: SHOW CARD</b>
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**ROTATE OPTIONS**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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 employees did this establishment employ? Please include all 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 employees end of last fiscal year	<b>11</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	Number	Don't know (spontaneous)	Does Not Apply (spontaneous)
Permanent, full-time employees three fiscal years ago	<b>12</b>	<b>-9</b>	<b>-7</b>

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

**L.5** At the end of fiscal year 2007, how many permanent full-time employees of this establishment were female?

	Number	Don't know (spontaneous)
Female permanent full-time employees	<b>15a</b>	<b>-9</b>

**L.6** How many full-time temporary employees did this establishment employ in fiscal year 2007?

**INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment that work 8 or more hours per day.**

	Number
Full-time seasonal/temporary workers employed last fiscal year	<b>16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION AFL8a**

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year 2007?

	Months
Average length full-time seasonal/temporary employment last fiscal year	<b>18</b>
<b>Less than one month</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>AFL8a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFL.12** What percent of this establishment's workforce is currently unionized?

	Percent
Workforce unionized	<b>AFL12</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION AFL.12**  
**GO TO QUESTION AFL.12**

<b>110</b>
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**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	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Labor regulations <b>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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
<b>Don't know</b>	<b>-9</b>

**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 <b>AFs1a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to sickness <b>AFs1b</b>	1	2	<b>-9</b>

**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 <b>AFs2a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to HIV/AIDS <b>AFs2b</b>	1	2	<b>-9</b>

**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 <b>AFs3a</b>	1	2	<b>-9</b>
Free condom distribution <b>AFs3b</b>	1	2	<b>-9</b>
Anonymous HIV testing <b>AFs3c</b>	1	2	<b>-9</b>

**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	<b>AFs4</b>	LSL
<b>Don't know (spontaneous)</b>		<b>-9</b>

**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? **INTERVIEWER: SHOW CARD**

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

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

Rotation	<b>m1d</b>
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**N. 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.

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

	<b>2007</b>
Percent of output corresponds to intermediate products	<b>AFn1d</b> %
Don’t know (spontaneous)	<b>-9</b>

**N.2** For fiscal year 2007, please provide the following information about this establishment: **SHOW CARD 24**

	<b>LSL</b>
Total annual cost of labor (including wages, salaries, bonuses, social payments)	<b>n2a</b>

**N.3** In fiscal year 2005, three fiscal year’s ago, what was total annual sales for this establishment?

	<b>LSL</b>
Total annual sales three years ago	<b>n3</b>

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

**N.6** At the end of fiscal year 2007, what was the net book value, that is the value of assets after depreciation, of the following:

	<b>XAF</b>
Machinery vehicles, and equipment	<b>n6a</b>
Land and buildings	<b>n6b</b>

**AFN.7c** In fiscal year 2007, what would be the cost of replacing all this establishment’s machinery and equipment with new machines and equipments?

	<b>2007</b>	
Cost of replacing machinery and equipment with new	<b>AFn7c</b>	<b>LSL</b>
Don’t know (spontaneous)	<b>-9</b>	

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

	<b>Position in the firm</b>	<b>Years with the firm</b>	<b>Gender</b>
<b>Main respondent</b>	<b>a15a1a</b>	<b>a15a2a</b>	<b>a15a3a</b>
<b>Second respondent</b>	<b>a15a1b</b>	<b>a15a2b</b>	<b>a15a3b</b>
<b>Third respondent</b>	<b>a15a1c</b>	<b>a15a2c</b>	<b>a15a3c</b>

<b>B.20</b>	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?
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Yes	1	
No	2	<b>b20</b>

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

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

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

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

<b>A.16</b>	It is my perception that the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

<b>a16</b>
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<b>A.17</b>	The questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

<b>a17</b>
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**INTERVIEWER COMMENTS:**

<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1	<b>STOP HERE</b>
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	

<b>a18</b>
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<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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<b>Hour</b>	<b>Minutes</b>
<b>a19h</b>	<b>a19min</b>