

PROJECT ICS LAOS 2005



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Job No.							CH:
	Ctry	Pro.	Dist.	SubD	Block	ID	CO:
Interview No.	3	/	/	/	/	/	DC:
Interviewer Name							
Interviewer No.							
Date of Interview	Interview Length						
/ / 2005	Fr.:		To:				
/ / 2005	Fr.:		To:				
/ / 2005	Fr.:		To:				
Total in minutes:							

Interviewers to ask for the name card of the respondent. All information needed is written on it and enables to get an accurate contact database. To be stapled with the questionnaire.

Name of Firm/Establishment: _____

Street Address: _____

District: _____ District code:

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Province: _____ Province code:

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Respondent's Name: _____

Title: _____

Office Ph: _____ Office Fax: _____

Email: _____ Mobile Ph: _____

INTRODUCTION & GENERAL INFORMATION

Good morning/ Afternoon, my name isI am an Interviewer for Indochina Research an independent research company. We are conducting a study for ADB.....

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private firms like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

- S 1** a) Main sector of operation (encircle only one) Employment size of establishment (indicate code)

	(SA)		
Garments	1	<input type="checkbox"/>
Textiles / handicrafts	2	<input type="checkbox"/>
Food and Beverages	3	<input type="checkbox"/>
Construction materials	4	<input type="checkbox"/>
Wood processing	5	<input type="checkbox"/>
Others	6	<input type="checkbox"/>

>>> Specify: _____

Code:

Less than 5 Employees	1
5 to 10 employees	2
11 to 25 employees	3
26 to 50 employees	4
50 to 75 employees	5
76 to 100 employees	6
100+ employees	7

Total size ☐

b) Year Established

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- S 2** a) Current Position (of main respondent)

MD / GM / CEO	1
CFO / Chief Accountant	2
HR / Admin Manager	3
Dept Head (Mktg, Sales etc..)	4
Other	5

>>> Specify: _____

- b) Nationality (of main respondent)

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(optional)

Section I. FIRM PROFILE

Q 1 What is the current legal status of your firm? (SA)

- Sole proprietor (individual) 1
 Shareholder company 2
 Company Limited 3
 Public Listed Company 4
 Government Enterprise 5
 Group Enterprise 6
 Joint Venture Enterprise 7
 Other 8 >>> Specify: _____

Q 2 a What percentage of your firm is owned by?

						Country name	Code
Domestic Private				%	>>> Which countries?	1	
Foreign Private				%		2	
Government				%		3	
Other				%			
Total				%	Logic Check: Total must equal 100%		

b If the largest shareholder (or one of them) is an individual or a family...

- Yes 1 >>> **If Yes**, Is the principal owner (or one of the principal owners)
 a female?
 No 2
 Yes 1
 No 2

Q 3 a Does your firm have separate factories, stores or service outlets in Laos?

b How many separate factories, stores or service outlets does your firm have in Laos?

3a				3b			
	Yes	No		Within Province	Outside Province		
Number of factories	1	2	>>> If Code 1 record Number				
Number of stores	1	2	>>> If Code 1 record Number				
Number of service outlets	1	2	>>> If Code 1 record Number				

Q 4 a Does your firm have holdings, separate factories, stores or service outlets in other countries?

b How many holdings, separate factories, stores or service outlets does your firm have in other countries?

4a				4b			
	Yes	No					
Number of factories	1	2	>>> If Code 1 record Number				
Number of stores	1	2	>>> If Code 1 record Number				
Number of service outlets	1	2	>>> If Code 1 record Number				

Q 5 Was your firm previously owned by the government / state?

- Yes 1 >>> when was it privatized? Year

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 No 2

This refers to ESTABLISHMENT
SALES AND SUPPLIES

Sales ActivitiesI would like to talk to you about your sales activities

Q 6 How much have your sales changed (grown, declined or stayed the same) in each of the last 3 fiscal years compared to the year before?

	Increased	Decreased	The same				
2004 compared with 2003 1 2 3	>>> If code 1 or 2,	by how much?		%
2003 compared with 2002 1 2 3	>>> If code 1 or 2,	by how much?		%
2002 compared with 2001 1 2 3	>>> If code 1 or 2,	by how much?		%

Q 7 Approximately what share of net profits were re-invested in your establishment last year (that is, not distributed to owners or shareholders)?

Re-invested % (Record -666 if
No profit -999 respondent DON'T KNOW)

Q 8 a What are your establishment's three main products?
b What percent of your establishment total sales is represented by each of these main product lines? (ask for description and code. For 'code', show lists of ISIC - Rev3 in 4-digits codes of the corresponding sector where the establishments belongs)

8a. Main Product	Code	8b. % of Total Sales
1		%
2		%
3		%

Logic Check: Total must equal or less than 100%

Give Respondent "Sale Destination" show card & Ask:

Q 9 a Which of the destinations on this card did you sell to in 2004? (MA possible)
b What percent of your establishment's sales in 2004 were to each destination

9a	9b
..... 1 >>> If Coded - Record %	%
..... 2 >>> If Coded - Record %	%
..... 3 >>> If Coded - Record %	%
..... 4 >>> If Coded - Record %	%

Logic Check: Total must equal 100%

Give Respondent "Organization" show card & Ask:

c Which of the organization types on this card did you sell to in 2004? (MA possible)
d Approximately what percent of your establishment's sales in 2004 were to each of these organizations

9c	9d
government 1 >>> If Coded - Record %	%
foreign firms located in the country 2 >>> If Coded - Record %	%
foreign firms located outside the country 3 >>> If Coded - Record %	%
parent company or affiliated subsidiaries 4 >>> If Coded - Record %	%
large domestic private firms (with approximately 300+ employees) 5 >>> If Coded - Record %	%
other domestic (to small firms, individuals, etc.) 6 >>> If Coded - Record %	%

Logic Check: Total must equal 100%

Ask only for those respondents NOT coding 3 in Q 9a above:

e If not exporting, why? (MA possible)

plan to export in the future 1
no demand for product 2
difficulty with regulations 3
no enough production capacity 4
Others 5 >>> Specify:

Ask only for those respondents coding 3 in Q 9a above:

- Q 10** You said that you **Exported directly**...please tell me
- a what was the year your establishment first exported? Year
- b which country was the **biggest destination** of your establishment's exports over the last three year and what percent of your total exports did it account for?
- | | Country name | Code | % of total exports |
|------|--------------|------|--------------------|
| 2004 | | | % |
| 2003 | | | % |
| 2002 | | | % |
- c Thinking about 2004, what was the average and the longest **time** that it took from the time your goods left the establishment and arrived in their point of exit (e.g., port, airport) until the time they cleared customs and could be exported?
- | | | | | |
|---|--|------|--|-------|
| Average time to clear customs | | Days | | Hours |
| The longest time to clear customs (2004) | | Days | | Hours |
| Average time transport to the point of exit
(e.g. port, airport) | | Days | | Hours |
- d What is the average per unit cost in transporting your goods to their point of exit (e.g., port, airport)?
- | | Unit | Kips |
|--------------|------|------|
| Average cost | | |

Give Respondent "Source of Supplies" show card & Ask:

- Q 11** a Thinking about 2004, did you purchase material inputs and supplies from any sources listed on this card?
- b ..If yes, what percent of your establishment's purchases of material inputs and supplies were from each source?
- | | 11a | | 11b |
|--|-----|-------------------------|-----|
| Domestic sources - in this province | 1 | >>> If Coded - Record % | % |
| Domestic sources - in other provinces | 2 | >>> If Coded - Record % | % |
| Direct imports (by the firm) | 3 | >>> If Coded - Record % | % |
| Indirect imports (e.g., via a distributor) | 4 | >>> If Coded - Record % | % |
- Logic Check: Total must equal 100%**

Ask only for those respondents coding 3 in Q 11a above:

- Q 12** You said that you **Imported directly**...please tell me
- a Thinking about 2004, what was the average and the longest **time** in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?
- | | | | | |
|--|--|------|--|-------|
| Average time to clear customs | | Days | | Hours |
| The longest time to clear customs (2004) | | Days | | Hours |
| Average time transport from the point of entry
(e.g. port, airport) | | Days | | Hours |
- b What is the average per unit cost in transporting your goods from their point of entry (e.g., port, airport) to the establishment?
- | | Unit | Kips |
|--------------|------|------|
| Average cost | | |
- Q 13** a In 2004, at the time you receive a delivery of your most important input or supply, how many days of inventory (days of production) in average did this establishment typically have on hand?
[If respondent does not understand, define as "stock on hand".]
- Estimated Days of Production Days
- b in 2004, what percent of your purchased raw material were of lower than agreed upon quality?
- | | |
|---------------|---|
| None | 1 |
| Less than 20% | 2 |
| 20 to 50% | 3 |
| 50% or more | 4 |

CompetitionI would like to talk to you about competition in the market

Give Respondent "level of competition" show card & Ask:

- Q 14** On a scale of 1 to 7 please rate your perception of the level of competition in your sector in Laos?
Where "1" means competition is very limited while "7" means competition is very intense.

Competition is very limited	Degree of Competition						Very Intense competition
1	2	3	4	5	6	7	

- Q 15** Thinking of your firm's major product line or main line of services in the domestic market, how many competitors do you face? (Use the code -555 if the person does not know exactly how many, but know it is more than 20)
- Number (Record -666 if respondent DON'T KNOW)

Give Respondent "Importance" show card & Ask:

Based on the choices shown on this card, please tell me...

- Q 16** How important are each of the following influences on your establishment to reduce production costs
Rotate order. Read out choice beginning with attribute marked with X. Record SA for each attribute

	Not Important				Degree of importance				Very Important				DK
Domestic competitors	1	2	3	4	5	6	7	8	9	10	11	12	-666
Foreign competitors within Lao	1	2	3	4	5	6	7	8	9	10	11	12	-666
Importation of products from other countries	1	2	3	4	5	6	7	8	9	10	11	12	-666
Government / Gov's agencies	1	2	3	4	5	6	7	8	9	10	11	12	-666

- Q 17** How important are each of the following influences on your establishment to create new products
Rotate order. Read out choice beginning with attribute marked with X.

	Not Important				Degree of importance				Very Important				DK
Domestic competitors	1	2	3	4	5	6	7	8	9	10	11	12	-666
Foreign competitors within Lao	1	2	3	4	5	6	7	8	9	10	11	12	-666
Importation of products from other countries	1	2	3	4	5	6	7	8	9	10	11	12	-666
Government / Gov't agencies	1	2	3	4	5	6	7	8	9	10	11	12	-666

- Q 18 a** Do you perceive that there is unfair competition?

Yes 1
No 2 **Skip to Q19**

b If yes, what are the sources of unfair practices in completion?

- | | | |
|---|---|--------------|
| some firms have special status (e.g., located in special industrial zone) | 1 | |
| some firms have influential connections | 2 | |
| firms owned by government have special treatment | 3 | |
| Others | 4 | >>> Specify: |

INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

Business ConstraintsI would like to talk about factors affecting your business operations

Give Respondent "Obstacle"" show card & Ask:

Q 19 a *According to the choices in this card, please tell me.....*

Which of the following issues are a problem for the operation and growth of your business.

Rotate order. Read out choice beginning with attribute marked with X. Record SA for each attribute

		Not an			Degree of obstacle			Big			
		obstacle						obstacle			
1	Telecommunications	0	1	2	3	4
2	Electricity	0	1	2	3	4
3	Transportation	0	1	2	3	4
4	Regulatory Policy Uncertainty	0	1	2	3	4
5	Tax administration	0	1	2	3	4
6	Customs and Trade Regulations	0	1	2	3	4
7	Skills & Education of Available Workers	0	1	2	3	4
8	Health of Workers	0	1	2	3	4
9	Access to Financing (e.g. collateral)	0	1	2	3	4
10	Cost of Financing (e.g. interest rates)	0	1	2	3	4
11	Corruption	0	1	2	3	4
12	Crime, theft and disorder	0	1	2	3	4
13	Anti-competitive or informal practices	0	1	2	3	4
14	Legal system/conflict resolution	0	1	2	3	4
(Please also indicate what constitutes the problem if the code is 3 or 4)											
15	Access to Land	0	1	2	3	4
a	Procurement process	0	1	2	3	4
b	Cost of land	0	1	2	3	4
c	Availability of infrastructure	0	1	2	3	4
d	Disputed ownership	0	1	2	3	4
e	Small size of land ownership	0	1	2	3	4
f	Government ownership of land	0	1	2	3	4
g	Other (please specify_____)	0	1	2	3	4
16	Tax rates	0	1	2	3	4
a	High rates	0	1	2	3	4
b	Multiple of different local taxes	0	1	2	3	4
c	Confusion in understanding applicability	0	1	2	3	4
d	Equity	0	1	2	3	4
e	Predictability	0	1	2	3	4
f	Enforcement	0	1	2	3	4
g	Other (please specify_____)	0	1	2	3	4
17	Labor regulations	0	1	2	3	4
a	Minimum wages	0	1	2	3	4
b	Mandatory non-salary benefits	0	1	2	3	4
c	Visa/work permit for foreign staff	0	1	2	3	4
d	Hiring regulations	0	1	2	3	4
e	Firing regulations	0	1	2	3	4
f	Labor disputes settlement	0	1	2	3	4
g	Other (please specify_____)	0	1	2	3	4

18	Business Licensing / Operating Permits	0	1	2	3	4	
a	Constructing operational facilities	0	1	2	3	4	
b	Fire department	0	1	2	3	4	
c	Environmental clearance	0	1	2	3	4	
d	Intellectual property, trademark registration	0	1	2	3	4	
e	Company registration	0	1	2	3	4	
f	Other (please specify _____)	0	1	2	3	4	
19	Macroeconomic Uncertainty (e.g. exch. rate)	0	1	2	3	4	
a	Exchange rates	0	1	2	3	4	
b	Inflation rates	0	1	2	3	4	
c	Other (please specify _____)	0	1	2	3	4	
20	Other, specify.....	0	1	2	3	4	

b Among all these issues, which are the biggest obstacles for the operation and growth of your business?

Biggest obstacle

1st		
2nd		
3rd		

Q 20 a Are you aware of the relevant changes in regulations and policies that have significant effects in your operations e.g., monetary policies, labor regulations, tax administration, etc.?

Aware	1	
Not aware	2	Skip to Q21
DK	-666	Skip to Q21

b If aware, did these changes lead to improvements in your business operations?

Yes	1
No	2
DK	-666

CAPACITY, INNOVATION, AND LEARNING

Q 21 a What was this establishment's average capacity utilization over the last year and the year before?
(Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)

In 2004	<table border="1"><tr><td></td><td></td><td></td></tr></table> %			
In 2003	<table border="1"><tr><td></td><td></td><td></td></tr></table> %			

b Over the last year, how many hours per week did your establishment normally operate?

		hours/week
--	--	------------

Q 22 Does your establishment use technology licensed from a foreign-owned company?

Yes	1
No	2

Q 23 What are your establishment's intentions over the next two years?

	Yes	No				
Expand capacity 1 2	>>> If coded 1, by what percent? <table border="1"><tr><td></td><td></td><td></td></tr></table> %			
Maintain existing capacity 1 2				
Reduce capacity 1 2	>>> If coded 1, by what percent? <table border="1"><tr><td></td><td></td><td></td></tr></table> %			

Q 24 Has your establishment received an internationally-recognized quality certification (e.g. ISO 9000, 9002 or 14,000, or sectors specific certifications such as HACCP for food, AATCC for textiles,..., etc.) ?

Yes 1
No 2
No, but application is in process 3

Q 25 Has your establishment undertaken any of the following initiatives in the last two years?

	<u>Undertaken</u>	
	Yes	No
1 Upgraded your machinery and equipment	1	2
2 Entered new markets due to process or product improvements in quality or cost	1	2
3 Filed any patents/utility models or copyright protected materials	1	2
4 Developed a major new product	1	2
5 Upgraded an existing product	1	2
6 Discontinued at least one product (not production)	1	2
7 Entered a new joint venture agreement with a foreign partner	1	2
8 Obtained a new licensing agreement	1	2
9 Outsourced a major production activity that was previously conducted in-house	1	2
10 Brought in-house a major production activity that was previously outsourced	1	2

Q 26 a Has your establishment acquired new technology over the last two years that either substantially changed the way the main products are produced or allowed the production of new products?

Yes 1
No 2 **Skip to Q27**

b *If YES, what were the two most important ways your establishment acquired this new technology, choosing from the following list? (show card with alternatives)*

	Most important		(SA)
	(1st)	(2nd)	
Embodied in new machinery or equipment	1	1	
By hiring key personnel	2	2	
Licensing or turnkey operations from international sources	3	3	
Licensing or turnkey operations from domestic sources	4	4	
Developed or adapted within the establishment locally	5	5	
Transferred from parent company	6	6	
Developed with equipment or machinery supplier	7	7	
Other (Specify:.....)	8	8	

Q 27 If stronger intellectual property rights (IPR) laws such as copyright and patent laws are adopted and enforced would your establishment :

	Yes	No	DK
a. be encouraged to spend more on R research and Development	1	2	-666
b. be forced to spend more on technology-acquisition (e.g. licenses)?	1	2	-666

INFRASTRUCTURE AND SERVICES

- Q 28** For the following services, please indicate whether available or not. If available, how many days last year did your establishment experience the following service interruptions, how long did they last, and what percent of your total sales value was lost last year due to:

	Available?			# Days	Ave. duration Per Day (Hours)	Lost Value* (% sales value)
	Yes	No				
power	1	2	>>> If 1,	<input type="text"/>	<input type="text"/>	<input type="text"/>
water supply	1	2	>>> If 1,	<input type="text"/>	<input type="text"/>	<input type="text"/>
mainline telephone service	1	2	>>> If 1,	<input type="text"/>	<input type="text"/>	<input type="text"/>
transport services	1	2	>>> If 1,	<input type="text"/>	<input type="text"/>	<input type="text"/>
transport infrastructure	1	2	>>> If 1,	<input type="text"/>	<input type="text"/>	<input type="text"/>

(*Please include production and sales losses due to interrupted production activities)

- Q 29 a** Does your establishment own or share a generator?

Yes 1

No 2 **Skip to Q30**

- b** What percentage of your electricity comes from your own and/or a shared generator? %

- c** What is the average cost per kilowatt-hour of electric from a own and/or shared generator?

	Kips/kwh	OR	Kips/month or year
Shared generator	<input type="text"/>	OR	<input type="text"/>
Own generator	<input type="text"/>	OR	<input type="text"/>

- d** What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)?

Original Cost Kips

Year of acquisition

- Q 30** What percentage of your establishment's water supply, used in the production process, do you get from public sources?

%

- Q 31** Considering separately shipments in the domestic market and international shipments (direct exports and/or imports) by your establishment during the last year....

- a** what percentage of the value of your shipment was lost while in transit due to breakage or spoilage?
b what percentage of the value of your shipment was lost while in transit due to theft?

	31a Losses due to breakage or spoilage (as % of consignment value)	31b Losses due to theft (as % of consignment value)
For shipments in the domestic market	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
For international shipments (direct exports or imports)	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %

Q 32 a Does your establishment use its own transport for its shipments?

Yes 1
No 2 **Skip to Q33**

b If YES, what percentage of your establishment's shipments use your own transport?

			%
--	--	--	---

Q 33 What is your main mode **when transporting** products and/or inputs/supplies?

	Within province (SA)	Outside province (SA)	Outside country (SA)
Land transport	1	1	1
Air transport	2	2	2
Riverine transport	3	3	3

Q 34 Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?

	Yes	No
E-mail?	1	2
A website?	1	2

Q 35 Is your establishment a member of a business association and/or chamber of commerce?

Yes 1
No 2

FINANCE

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

a Working capital (i.e. inventories, accounts receivable and cash)

b New Investments (i.e. new land, buildings, machinery and equipment)
(show card with alternatives)

	a. Working Capital				b. New Investments			
1 Internal funds or retained earnings				%			%
2 Domestic commercial banks (loan, overdraft)				%			%
3 International commercial banks				%			%
4 Leasing arrangement				%			%
5 Trade credit (supplier or customer credit)				%			%
6 Credit cards				%			%
7 Equity, sale of stock				%			%
8 Family, friends				%			%
9 Informal sources (e.g. money lender)				%			%
10 Other (specify:)				%			%
	Logic Check: Total must equal 100%							

Q 37 Does your establishment have an overdraft facility or line of credit (short term credit excluding loans)?

	Formal	Informal
Yes	1	1
No	2	2

(If coded 2 for "Formal", Skip to Q38)

a If establishment has **formal** overdraft/credit line, what percent is currently NOT used?

			%
--	--	--	---

(of total value of overdrafts and credit lines)

- b Over the last year, what was the average monthly interest rate of the overdraft or line of credit?

% (per month)

- Q 38 a Does your establishment currently have a loan from a financial institution?

Yes 1
No 2 **Skip to Q39**

If YES, for the most recent loan...:

- b What year was this loan approved? Year

- c What share of your total borrowing (loans, accounts payable) is denominated in foreign currency?

Name of currency	Code	Share
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %

- d Did the loan require collateral or a deposit?

Yes 1
No 2 **Skip to Q38g**

- e If YES, which of the following were used as collateral...: (Read out)

	YES	NO
Land and buildings	1	2
Immoveable plant, machinery	1	2
Moveable Machinery and equipment (incl. vehicles)	1	2
Other Tangible assets (e.g. accounts receivable, inventory)	1	2
Personal assets of the owner/manager (e.g. house)	1	2
Other (specify: _____)	1	2

- f What was the approximate value of the collateral required as a percentage of the loan value? %

- g Over the last year, what was the loan's approximate annual rate of interest? %

- h What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)? (months)

Ask only for those respondents coding 2 in Q38a above:

- Q 39 If you currently do not have a loan, what is the reason? (MA possible)

Because I did not apply for a loan	1
Because the last application for a loan was turned down	2
Because the approval of the application for a loan is still pending	3
Because getting a loan is complicated and difficult	4
Others (Specify: _____)	5

- Q 40 Does your establishment have a checking and/or saving account?

Yes 1
No 2

- Q 41 Does your establishment have its annual financial statement checked and certified by an external auditor?

Yes 1
No 2

- Q 42 I would like to ask about land and buildings....

	Own	Lease
a. Does your establishment own or lease the majority of its land?	1	2
b. Does your establishment own or lease the majority of your buildings?	1	2

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

- Q 43** To what degree do you agree or disagree with this statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes." (show card with alternatives)

Fully disagree 1
Disagree in most cases 2
Tend to disagree 3
Tend to agree 4
Agree in most cases 5
Fully agree 6
DK -666

- Q 44 a** On average over the last year, what percent of your establishment's sales was...?

Pre paid (paid before delivery) %
Paid at delivery %
Sold on credit (or with deferred payment) % (If = 0, skip to Q45)

Logic Check: Total must equal 100%

For "Sold on credit"

- b** On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time? % (If = 0, skip to Q45)

For "Sold on credit"

- c** Typically, what percent of these monthly sales are never repaid? %

For "Sold on credit"

- d** In general, how many days does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers? days

- Q 45** **Over the last 2 years,...**

- a** What percent of your establishment's disputes over overdue payments with private customers were resolved by court action? %
- b** On average, how many weeks did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case? weeks
- c** Were the decisions of the court (whether in your favor or not) generally enforced?

Yes 1
No 2

CRIME

- Q 46 a** Did your establishment experience losses in the last year due to theft, robbery, vandalism, or arson?

Yes 1
No 2 **Skip to Q47**

- b** Please estimate the value of the losses in KIPS: Kips
- c** How many cases of theft, robbery, vandalism, or arson occurred? cases
- d** How many of these incidents did you report to the police? cases **If "0", Skip to Q47**
- e** Of these reported incidents, how many were solved (the perpetrator was caught, etc.)? cases

- Q 47** Please estimate your establishment's costs (in KIPS) during last year of providing:

- a** security related to crime (equipment, personnel, or professional security service)? kips
- b** protection payments (e.g. to organized to prevent violence)? kips

BUSINESS-GOVERNMENT RELATIONS

- Q 48** To what extent do you agree or disagree with this statement?: "In general, government officials' interpretations of regulations affecting my establishment are predictable."
(show card with alternatives)

	National Government (SA)	Provincial/ local government (SA)
Fully disagree	1	1
Disagree in most cases	2	2
Tend to disagree	3	3
Tend to agree	4	4
Agree in most cases	5	5
Fully agree	6	6
DK	-666	-666

- Q 49 a** At your current level of production, if you could change the number of full-time employees you currently employ without any restrictions (i.e. without seeking permission, making severance payments, required to pay mandatory benefits, etc.), what would be your optimal level of employment? (SA)

equals current level of employment	1				%
larger than current level of employment	2	>>> If larger, by how much?			%
smaller than current level of employment	3	>>> If smaller, by how much?			%

- b** Indicate which of the following are constraints/barriers prevent your establishment to achieved an optimal employment level?

Laws and regulations regarding the firing of workers	1	
Pressure from unions (importance of union relations)	2	
Upturn or downturn in business	3	
Other	4	>>> Specify: _____

- Q 50** In a typical week over the last year, what percentage of total senior management's time (e.g. general manager, chairman, director, vice-president, and/or chief officers for operation, finance, but not supervisors) was spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration, inspections] including dealings with officials, completing forms, etc.? %

- Q 51** We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc.

- a** Does this occur for establishments (not necessarily yours) in your sector ? (SA)

Always	1	
Sometimes	2	
Never	3	Skip to Q52
DK	-666	Skip to Q52

- b** If Always or sometimes, on average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? %
(If respondent cannot answer in percentage, ask total value in KIPS : kips)

- Q 52** Based on the most recent experience of your establishment over the **last two years**,...
- a** What was the actual time it took for the following services or licenses (from the day you applied to the day you received the service)?
(use NA=-777 if not applied for the service or license)
- b** Was a gift or informal payment asked for or expected to obtain each of the following?

	a. Actual time (days)				b. Gift/payment expected?		
	# days	NA			Always	Sometimes	Never
A mainline telephone connection		-777	>>> If not "-777"		1	2	3
An electrical connection		-777	>>> If not "-777"		1	2	3
A water connection		-777	>>> If not "-777"		1	2	3
A construction-related permit		-777	>>> If not "-777"		1	2	3
An import license		-777	>>> If not "-777"		1	2	3
An export license		-777	>>> If not "-777"		1	2	3
Main operating license (specify: _____)		-777	>>> If not "-777"		1	2	3

- Q 53 a** Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your sector reports for tax purposes? %

- b** Recognizing the difficulties many enterprises face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your sector? %

- Q 54 a** How many **times in total last year** was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business?
- b** What was the average duration (in hours) of each of these times?
- c** Was a gift or informal payment asked for or expected at each of these interactions?
- d** Amount paid per inspection/meeting (in Kips)

Inspections and required meetings with officials				54c Was a gift or informal payment asked/expected?			54d Amount paid per inspection/meeting (Kips)
	54a Times	54b Average duration (hours)		Always	Sometimes	Never	
Tax Department	<input type="text"/>	<input type="text"/>		1	2	3	
Customs Department	<input type="text"/>	<input type="text"/>		1	2	3	
Labor and Social Security	<input type="text"/>	<input type="text"/>		1	2	3	
Economic Police	<input type="text"/>	<input type="text"/>		1	2	3	
Municipal Police	<input type="text"/>	<input type="text"/>		1	2	3	
Trade Department	<input type="text"/>	<input type="text"/>		1	2	3	
Industry Department	<input type="text"/>	<input type="text"/>		1	2	3	
Food & Drug Department	<input type="text"/>	<input type="text"/>		1	2	3	
Forest Department	<input type="text"/>	<input type="text"/>		1	2	3	

- Q 55 a** When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract?

Always 1
 Sometimes 2
 Never 3
 DK -666

Skip to Q56
Skip to Q56

Ask only for those respondents coding 1 or 2 in Q 55a above

- b** What is the typical value of the gift or informal payment as a percentage of the contract value? %

LABOR RELATIONS

- Q 56** When your establishment started its operation in this country, what was the total number of full-time paid employees?

Number of full-time paid employees
DK -666

- Q 57** Please describe your employees using the following definitions: *(Enumerator: read the definitions)*

Professionals:	Trained and certified specialists such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.
Skilled Production employee:	Skilled production employees are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
Unskilled Production employee:	Persons involved in production process whom management considers to be unskilled.

- a** The following table refers only to permanent employees (including management) of your establishment. Permanent employees are defined as all paid employees that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract.

	Total	Professionals	Skilled Production Employees	Unskilled Production Employees
Ave. number of employees during fiscal year 2002				
Ave. number of employees during fiscal year 2003				
Ave. number of employees during fiscal year 2004				
Of which: Number of female				
Number of part-time				
Total compensation in 2004 (includes all benefits, in kips)				
Average monthly wage in 2004				

Ask if number of part-time is not "0" in Q 57a above

- b** If you reported employing permanent part-time employees in 2004 (part a), how many hours per week did they work? hours/week

Ask if number of part-time is not "0" in Q 57a above

- c** What are the reasons for employing a permanent part-time employees?

Importance

	1st	2nd	3rd
flexibility to hire and fire	1	1	1
cost considerations	2	2	2
others (Specify:)	3	3	3

- Q 58 a** The following table refers only to temporary employees of your establishment. Temporary employees are defined as all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.

	FY2004	FY2003	FY2002
Ave. number of temporary employees employed:			
Of which: ave. number of female employees			
ave. number of part-time employees			
Ave. length of employment for each work			
Total compensation (including benefits, if applicable) of all temporary employees (in Kips)			

Days

Q 59 a For temporary employees, on average, how many hours per week do they work? hours/week

b What are the reasons for employing a temporary employees?

	Importance		
	1st	2nd	3rd
flexibility to hire and fire	1	1	1
cost considerations	2	2	2
others (Specify:.....)	3	3	3

Q 60 a In 2004, how many new permanent employees did your establishment hire?

b In 2004, how many permanent employees from your establishment:

were dismissed or laid off?	<input type="text"/>	<input type="text"/>	<input type="text"/>
left due to sickness or died?	<input type="text"/>	<input type="text"/>	<input type="text"/>
left for other reasons?	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q 61 a In the last year, did you offer any of the following formal (beyond "on the job") training to your permanent employees:

	YES	NO
i. Internal training (offered within the walls of your establishment)?	1	2
ii. External training (offered at a location outside your establishment)?	1	2

[If respondent answers 'NO' to both, skip to Q62]

b What percentage of your total permanent employees received formal training in the last year?

Skilled	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	(* Unskilled workers include unskilled
Unskilled (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	production and non-production employees)

c What was the average number of days of training for each employee?

Skilled	<input type="text"/>	<input type="text"/>	days	(* Unskilled workers include unskilled
Unskilled (*)	<input type="text"/>	<input type="text"/>	days	production and non-production employees)

Q 62 What percent of your workforce is unionized? %
(Only LABOR union)

Q 63 How many days of production in 2004 did you lose due to:

Worker strikes or other labor disputes	<input type="text"/>	<input type="text"/>	days
Civil unrest	<input type="text"/>	<input type="text"/>	days
Employee absenteeism due to illness	<input type="text"/>	<input type="text"/>	days
Employee absenteeism due to funeral visits	<input type="text"/>	<input type="text"/>	days
Others (Specify:.....)	<input type="text"/>	<input type="text"/>	days

Q 64 a What percent of the employees at your establishment have the following education levels?

	Percent				Number		
Some university or higher	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Vocational	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Completed upper secondary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Incomplete upper secondary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Completed lower secondary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Incomplete lower secondary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Completed primary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Did not complete primary	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	OR	<input type="text"/>	<input type="text"/>
Logic Check: Total must equal 100%							

b Of those who did not complete primary school (5 years), what percent are female?

<input type="text"/>	<input type="text"/>	<input type="text"/>	%
OR	<input type="text"/>	<input type="text"/>	Number

Q 65 What is the highest level of education of the top manager?
(show card with alternatives)

Did not complete Upper Secondary School	1
Upper Secondary School	2
Vocational Training	3
Some university training	4
Graduate degree (BA, BSc etc.)	5
Post graduate degree (Ph D, Masters)	6

SECTION II: PRODUCTIVITY

Q 66 Please provide the following information on your establishment's production, sales and expenses

	Value in millions Kips		
	2004	2003	2002
Total sales			
Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale			
Total cost of labor, including wages, salaries and bonuses			
Rent on land and buildings			
Of which: rent on Land			
Rent on machinery, equipment, and vehicles			
Interest charges			
All other costs, i.e.: energy, transport, overhead expenses, etc			
Total Inventory of finished goods held at end of year			

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

Purchase of raw materials and intermediate goods are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production

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

Total Inventory of finished goods held at end of year includes all finished held in inventory on the final business day of the year.

Q 67 Of the other costs you told me above, if possible, please provide the following breakdown (if Kips is not available, please estimate in terms of percent of total other costs. However, answers must all be in Kips or in %)

	2004 (millions of Kips)	Or as % of total other costs
Total Energy and Fuel		
Of which: Fuel for generator		
Transport/logistics (excluding rent on vehicles)		

Q 68 Regarding the most important product for the last two years in terms of its share on your establishment's revenues,

a. please provide a description of the product: _____ (product description)
Product code:

--	--	--	--

b. please provide information on this product regarding the quantity sold, the unit of measurement, and the average price, for 2004 and 2003 (answers are requested for each year separately).

Year	Physical Quantity sold (units)	Unit of measurement	Average price in Kips
2004			
2003			

Q 69 How much did your establishment spend on purchases of...?

	Value in millions Kips	
	2004	2003
Machinery and equipment (new and/or used)		
Land, buildings or improvements to leasehold		
Of which: Land		
Vehicles		

Q 70 What was the net book value of the following at the end of the year...?

	Value in millions Kips at end of fiscal year		
	2004	2003	2002
Machinery and equipment (including transport)			
Land, buildings and leasehold improvements			
Of which: Land			

Q 71 Whether you rent or own your land, buildings, and machinery and equipment, at the end of 2004, if you had to purchase back the following in its current condition, how much would it have cost?

	Value in millions Kips 2004
Machinery and equipment (including transport)	
Land, buildings and leasehold improvements	
Of which: Land	

Q 72 What was the value of the following at the end of the fiscal year...?

	Value in millions KIPS as of end of the fiscal year	
	2004	2003
Value of your total assets?		
Of which: value of your accounts receivable?		

Q 73 Please provide the following information on the structure of your establishment's liabilities:

	Value in millions KIPS as of end of the fiscal year	
	2004	2003
Total Liabilities		

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