



## Firm Analysis and Competitiveness Survey of India – 2005

The Confederation of Indian Industry  
and  
The World Bank Group

### Part 1 of Survey Questionnaire: For the General Manager

0.1 ESTABLISHMENT NO. \_\_\_\_\_ Code1 \_\_\_\_\_ 0.3 CITY \_\_\_\_\_ code3 \_\_\_\_\_

0.1B. Was the establishment surveyed by us in 2002-03? \_\_\_\_\_ Code1b \_\_\_\_\_ (Codes: Yes=1 NO=2)

#### City Codes:

1 = Ahmedabad	14 = Lucknow	27 = Indore	40 = Mangalore	62 = Balangir/Kartabanji
2 = Bangalore	15 = Guntur	28 = Nagpur	50 = Balassore	63 = Jamshedpur
3 = Kolkatta	16 = Viskhapatnam	29 = Nashik	51 = Bhubaneswar	64 = Dhanbad
4 = Chandigarh	17 = Surat	30 = Thane	52 = Cuttack	65 = Bokaro
5 = Chennai	18 = Vadodara	31 = Jalandhar	53 = Dhenkanal	66 = Jaipur
6 = Cochin	19 = Gurgaon	32 = Ludhiana	54 = Ganjam	67 = Kota
7 = Delhi	20 = Faridabad	33 = Coimbatore	55 = Keonjhar	68 = Jodhpur
8 = Hyderabad	21 = Panipat	34 = Hosur	56 = Puri	69 = Patna
9 = Kanpur	22 = Hubli-Dharwad	35 = Madurai	57 = Rourkela	70 = Begusarai
10 = Mumbai	23 = Calicut	36 = Ghaziabad	58 = Sambalpur	71 = Vaishali
11 = Pune	24 = Palakkad	37 = Noida	59 = Angul	72 = Ranchi
12 = Mysore	25 = Bhopal	38 = Shahjahanpur	60 = Koraput/Jeypore	73 = Mazafarpur
13 = Vijayawada	26 = Gwalior	39 = Howrah	61 = Mayurbhanj/Baripada	

0.2 INDUSTRY \_\_\_\_\_ Code2 \_\_\_\_\_ 0.4. Name of Interviewer \_\_\_\_\_ Interviewer \_\_\_\_\_

**Codes:** 01 = Garments: 02 = Textiles: 03 = Drugs & Pharma: 04 = Electronics including consumer durables: 05 = Electrical appliances including white goods: 06 = Machine Tools including Machinery & Parts: 07 = Auto Components: 09 = Leather & Leather Products: 10 = Sugar: 11 = Food Processing: 12 = Plastics & Plastic Products: 13 = Rubber & Rubber Products: 14 = Paper & Paper Products: 15 = Structural metals and metal products: 16 = Paints and Varnishes: 17 = Cosmetics and Toiletries: 18 = Other Chemicals: 19 = Mining: 20 = Mineral Processing: 21 = Hotels: 22 = Marine Food Processing: 23 = Agro Processing: 24 = Wood and Furniture.

0.5. Enumeration validated by \_\_\_\_\_ (validator) \_\_\_\_\_

The Firm Analysis and Competitiveness Survey of India is a joint undertaking of the Confederation of Indian Industry and the World Bank Group. The objective of the survey is to generate information that state governments can use to formulate policies that better facilitate business creation and operations. This is the third of such surveys being carried out in India. The previous two surveys took place in 2000 and 2002 in 12 states.

The questionnaire is in two parts. The first is directed at the head of the business. It includes questions about the history and organization of the establishment and its management, about markets, supplies, access to technology, credit, manpower, infrastructure, and the role government policies and institutions. The second part deals with production, financial, and human resource statistics and should be answered by the accountant and the personnel manager. We would like to stress that the information that you or your staff give us in response to any part of the questionnaire will be treated **CONFIDENTIALLY**. Neither your name nor the name of your firm will be used in any document based on this survey.

#### **Note to the enumerator:** The firm versus the establishment.

Most of the questions here concern a business establishment. An establishment is a production facility or unit with distinctive management and location. We use the term here interchangeably with the term 'plant' or 'establishment'. A company or a firm could have just one establishment or plant. It could also have two or more establishments or plants. The answers you are given to the first three questions apply to the entire firm, while all the following questions apply to this plant.

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**1. GENERAL INFORMATION**

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*Note: Questions 1 through 3 apply to your entire firm, including all its establishments (plants).*

1.1 What is the current legal status of your firm? R1\_1

Publicly listed company	= 1
Private equity (not listed), limited liability company	= 2
Partnership (unlimited liability)	= 3
Sole proprietorship (individual)	= 4
Other (Pl. specify: R1_1x_____)	= 5

1.2 What percentage of your firm is owned by:

a. Private:	i. Domestic	<u>R1_2a1</u>	%
	ii. Foreign	<u>R1_2a2</u>	%
b. Government		<u>R1_2b</u>	%
c. Other (Pl. specify: _____)		<u>R1_2c</u>	%
<b>Total</b>		100%	

1.3 a. How many establishments (separate factories/plants) does your firm have? R1\_3a (**number**)

b. Does your firm have holdings, factories/ plants in other countries? \_\_R1\_3b\_\_ (**Codes: Yes=1 No=2**)

1.4 In what year did your establishment begin operations? \_\_R1\_4 \_\_\_\_\_(**year**)

1.5 Thinking of your firm's major product line in the domestic market,

how many competitors do you face? \_R1\_5(**number or DK if Don't Know**)

(enumerator: use the code '-555' if the person does not know exactly how many, but knows it is more than 20)

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**2. GOVERNANCE AND OWNERSHIP STRUCTURE**

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2.1 a. What percentage of your firm is owned by the single largest shareholder or owner? \_\_R2\_1a \_\_\_\_%

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

(**Question allows multiple answers only if there are multiple owners with roughly equal shares, e.g. 3 owners with 33.3% each**)

Principal Owner(s): 1) \_\_R2\_1b1\_\_ 2) \_\_R2\_1b2\_\_ 3) \_\_R2\_1b3\_\_ 4) \_\_R2\_1b4\_\_

i. Individual	iii. Domestic company	v. Bank	vii. Managers of the firm	ix. Government/ Govt. Agency
ii. Family	iv. Foreign company	vi. Investment fund	viii. Employees of the firm	x. Other (Pl. specify)

If the largest shareholder (*or one of them*) is an individual or a family (*alternatives 'i' and 'ii' above*):

c. Is the principal owner (or one of the principal owners) a female? R2\_1c-----

(Codes: Yes=1; No=2)

d. Is the principal owner (or one of the principal owners) also the general manager? R2\_1d-----

(Codes: Yes=1; No=2)

2.2. In approximately what wealth group are the parents of the current principal owner? R2\_2 Codes: 1.

Top 20% of their town/village

2. Between top 20 % and 50 % of their town/village

3. Lower 50% of their town/village

2.3 Did the current owner/majority shareholder create your firm? R2\_3 ----- (Codes: Yes=1 No=2) (If No, go to question 2.4)

2.4 If no, how did the current owner/majority shareholder acquire your firm? R2\_4 (Codes:

1= Bought it: 2= Inherited it: 3= Other)

2.5 What is the highest level of education completed by owner/majority shareholder? R2\_5-----

- Did not complete secondary school
- Secondary School
- Vocational Training
- Some university training
- Graduate degree (BA, BSc etc.)
- Post graduate degree (Ph D, Masters)

2.6 If the general manager is not the principal owner, what is the highest level of education completed by the General Manager? R2\_6-----

- Did not complete secondary school
- Secondary School
- Vocational Training
- Some university training
- Graduate degree (BA, BSc etc.)
- Post graduate degree (Ph D, Masters)

2.7 How many years of experience in the line of this business did the General Manager have before joining your firm? R2\_7 (years)

**NOTE: For the remainder of this survey, please answer with respect to this establishment (factory, plant) unless otherwise stated.**

### 3. SALES AND SUPPLIES

3.1 Please provide information on suppliers of the main input that your establishment purchased during the fiscal year of 2004.

Please enter the name of the main input	Total number of suppliers you use	If you use only 1 supplier, are there any other suppliers of this input in the market? (Codes: Yes =1; No=2)	Number of suppliers that are subsidiaries or plants of your firm
R 3_1x	R 3_1a	R 3_1b	R 3_1c

3.1a On average, how long has your plant done business with the major suppliers of its production materials?  
 \_R3\_1a1

(Codes: Less than 1 year=1 1-2 years=2 2-3 years=3 3-4 years=4 >4 years=5)

3.2 What percentage of supplies you purchase is lower than expected quality? \_R3\_2\_\_\_\_%

3.3 At the time you receive a delivery of your most important input or supply, how many days of inventory (*days of production*) does this establishment typically have on hand?  
 R3\_3 \_\_\_\_ (**days of production**) [If respondent does not understand, define as “stock on hand”.]

3.4 Does your main supplier of your most important input manufacture it to your unique specification? \_R3\_4\_\_\_\_  
 (Codes: Yes=1 No=2)

3.5 Please answer the following questions on the market conditions

(Codes: Increased=1; decreased=2; remained about the same=3)	Code
What has happened to your sales in your main market where your firm does business in the past year?	R3_5a
What has happened to the average prices charged by your firm in the past year ?	R3_5b
What has happened to sales of imported products in your main market in the past year?	R3_5c
What has happened to the number of your major customers over the past year?	R3_5d

#### 4. CAPACITY, INNOVATION, LEARNING

4.1 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: \_R4\_1a\_\_\_\_ % In 2003: \_R4\_1b\_\_\_\_ %

4.2 What share of your plant machinery and equipment is:

- a. <5 years old \_R4\_2a\_\_\_\_%
- b. 5-10 years old \_R4\_2b\_\_\_\_%
- c. 10-20 years old \_R4\_2c\_\_\_\_%
- d. >20 years old \_R4\_2d\_\_\_\_%
- Total** 100%

4.3 When did you make your most recent purchase of machinery or equipment? \_R4\_3\_\_\_\_\_(Year)

4.4 Does your establishment use technology licensed from a foreign-owned company?  
 \_R4\_4\_\_\_\_\_(Codes: 1=Yes 2= No)

4.5 What are your establishment's intentions over the next two years? \_R4\_5a

- a. Expand capacity. → If expand, by what percent? \_R4\_5b\_\_\_\_%
- b. Maintain existing capacity
- c. Reduce capacity. → If reduce, by what percent? \_R4\_5c\_\_\_\_%

4.6 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.)? \_\_R4\_6\_\_ (Codes: 1=Yes 2=No 3= No, but application is in process)

4.7 Has your establishment undertaken any of the following initiatives in the last two years? (Codes: 1=Yes, 2=No)

	Yes / No
a. Developed an important new product line	R4_7a
b. Upgraded an existing product line	R4_7b
c. Agreed to a new joint venture with foreign partner	R4_7c
d. Outsourced a part of the production activity that was previously conducted in-house	R4_7d

4.8 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? \_\_R4\_8a\_\_ 1=Yes 2=No (if No, go to question 4.9)

b. If YES, what were the two most important ways your establishment acquired this new technology, choosing from the following list? \_R4\_8b1\_ (1<sup>st</sup> most important) \_R4\_8b2\_ 2<sup>nd</sup> most important) (show card with alternatives)

- Embodied in new machinery or equipment
- By hiring key personnel
- Licensing or turnkey operations from international sources
- Licensing or turnkey operations from domestic sources
- Developed or adapted within the establishment locally
- Transferred from parent company
- Developed with equipment or machinery supplier
- Other (specify: R4\_8bx)

c. How was this new technology financed? (Codes: Yes=1; No=2)	Yes / No
i. Internal resources of the establishment	R4_8c1
ii. Bank loans	R4_8c2
iii. Public financing	R4_8c3
iv. Other (please specify) R4_8cx	R4_8c4

d. Please indicate the effects of introduction of this new technology.

Effect on: (Codes: 1=increased, 2=no change, and 3=decreased: (Please Circle)

i. Number of workers	1	2	3	R4_8d
ii. Local sales	1	2	3	R4_8d
iii. Exports	1	2	3	R4_8d
iv. Costs of Production	1	2	3	R4_8d

4.9 How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products. *(Please circle)*

		Not at all important	Slightly important	Fairly important	Very important	Don't Know	NA	
a. Pressure from domestic		1	2	3	4	-666	-777	R4_9a
b. Pressure from foreign competitors		1	2	3	4	-666	-777	R4_9b
c. Other (specify: _R4_9x_		1	2	3	4	-666	-777	R4_9c

4.10 Does your firm engage in R&D? R4\_10 (Codes 1=Yes, 2=No)

4.10a Does your firm subcontract R&D projects to other companies or organizations? R4\_10a  
(Codes: Yes=1, No=2)

4.11 What percent of your workforce regularly uses a computer in their jobs? \_\_R4\_11\_\_%

4.12 **For Garments and Textiles only.**

- a. What proportion of your current designs were not available 2 years ago? \_\_R4\_12a\_\_ %  
b. Did this establishment employ staff exclusively for design in 2004? \_\_R4\_12b\_\_ (Codes: Yes=1 No=2)

4.13 ONLY FOR TEXTILES: What production process do you follow?

- a. Spinning Mill [ R4\_13a] c. Composite Mill [ R4\_13c] (Codes: Yes =1 No=2)  
b. Pure Weaving [R4\_13b] d. Pure processing [ R4\_13d]

4.14 How many men's woven shirts can you produce per machine operator in an 8- hour shift?  
\_\_R4\_14\_\_(number)

4.15 How many men's woven jeans can you produce per machine operator in an 8- hour shift?  
\_\_R4\_15\_\_(number)

## 5. FINANCE

5.1 What percent of your establishment's inputs are bought on credit (i.e. full payment is not due at the time of delivery)?  
\_R5\_1\_\_%

5.2 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 'i' to 'ix')

	<b>a. Working Capital</b>	<b>b. New Investments</b>
i. Internal funds or retained earnings	__R5_2a1__ %	__R5_2b1__ %
ii. Domestic commercial banks (loan, overdraft)	__R5_2a2__ %	__R5_2b2__ %
iii. International commercial banks	__R5_2a3__ %	__R5_2b3__ %
iv. Leasing arrangement	__R5_2a4__ %	__R5_2b4__ %
v. Trade credit (supplier or customer credit)	__R5_2a5__ %	__R5_2b5__ %
vi. Credit cards	__R5_2a6__ %	__R5_2b6__ %
vii. Equity, sale of stock	__R5_2a7__ %	__R5_2b7__ %
viii. Family, friends	__R5_2a8__ %	__R5_2b8__ %

ix. Informal sources (e.g. money lender)	R5_2a9 %	R5_2b9 %
x. Other (specify: _____)	R5_2a10 %	R5_2b10 %
<b>Total</b>	<b>100%</b>	<b>100%</b>

- 5.3 Does your establishment have an overdraft facility or line of credit (short term credit excluding loans)? R5\_3 *1=Yes 2= No (If No, go to question 5.4)*  
**If YES,**  
a. What percent is currently NOT used? R5\_3a % *(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?  
R5\_3b % *(per month)*
- 5.4 a. Does your establishment currently have a loan from a financial institution? R5\_4a *(Codes: 1=Yes, 2= No)*  
**(If No, go to question 5.5)**  
**If Yes,** for the most recent loan.  
b. What year was this loan approved? R5\_4b *(year)*  
c. In what currency was the loan? R5\_4c *(name of currency)*  
d. Did the loan require collateral or a deposit? R5\_4d *(Codes: 1=Yes, 2= No)* **(If No, go to question 5.4g)**  
e. **If Yes,** which of the following were used as collateral: *(Codes: 1=Yes, 2= No)*  
i. Land and buildings? R5\_4e1  
ii. Immoveable plant, machinery R5\_4e2  
iii. Moveable Machinery and equipment (incl. vehicles)? R5\_4e3  
iv. Other Tangible assets (e.g. accounts receivable, inventory)? R5\_4e4  
v. Personal assets of the owner/manager (e.g. house)? R5\_4e5  
vi. Other (specify: R5\_4ex ) R5\_4e6  
f. What was the approximate value of the collateral required as a percentage of the loan value? R5\_4f %  
g. Over the last year, what was the loan's approximate annual rate of interest? R5\_4g %  
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)? R5\_4h *(months)*  
i. How long did it take the bank to approve the application from the time of submission? R5\_4i *(weeks)*
- 5.5 If you currently do not have a loan, what is the reason? R5\_5 *(alternative)*  
**1= Because I did not apply for a loan**  
**2= Because the last application for a loan was turned down**  
**3= Because the approval of the application for a loan is still pending**
- 5.6 What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? R5\_6 %
- 5.7 Does your establishment have a current and/or saving account? R5\_7 *(Codes: 1=Yes 2= No)*

- 5.8 Does your establishment have its annual financial statement checked and certified (audited) by an external auditor? \_R5\_8 \_\_\_\_\_ (Codes: 1=Yes 2= No)

## 6. INFRASTRUCTURE

- 6.1 a. How many times during last year did your establishment experience the following service interruptions?  
(If it is 0 (zero), go to the next line)  
b. How many hours did they last on average?  
c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value?  
(\*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

	a. number of times	b.Avg. duration (hrs)	c. Lost value % (*)
i. power outages or surges from the public grid?	R6_1a1	R6_1b1	R6_1c1 %
ii. insufficient water supply for production?	R6_1a2	R6_1b2	R6_1c2 %
iii. Inadequate telecommunication (fax, email, telephone, post)	R6_1a3	R6_1b3	R6_1c3 %

- 6.2 Does your establishment own or share a generator? \_R6\_2\_ Codes: Yes=1, No=2 (If No, go to quest. 6.2.f)  
a) If yes, what percentage of your electricity comes from your own or a shared generator? R6\_2a\_ %  
b) If yes, what was the generator's initial cost? (Rs 000) R6\_2b \_\_\_\_\_  
c) When did you acquire the generator? (Year) R6\_2c \_\_\_\_\_  
d) What is the generation capacity of the generator (in Kwh) R6\_2d \_\_\_\_\_  
e) What is your average cost of a kilowatt-hour (Rs/Kwh) of electricity from your generator? \_R6\_2e\_ \_\_\_\_\_  
f) What is your average cost of a kilowatt-hour (Rs/Kwh) of electricity from public grid? \_R6\_2f\_ \_\_\_\_\_  
g) What percentage of your electricity comes from other Private Producers? R6\_2g %  
h) What is your average cost of a kilowatt-hour (Rs/Kwh) of electricity from other private producers? \_R6\_2h\_ \_\_\_\_\_

- 6.3 What percentage of your establishment's water supply, used in the production process, do you get from public sources? \_\_\_\_ % R6\_3

- 6.4 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?

	a. Losses due to breakage or spoilage (as % of consignment value)	b. Losses due to theft (as % of consignment value)
1. for shipments in the domestic market	R6_4a1	R6_4b1
2. for international shipments (direct exports or i m p o r t s)	R6_4a2	R6_4b2

- 6.5 a. Does your establishment use its own transport for its shipments? \_\_\_\_ R6\_5a\_



(Codes: 1= Yes 2= No) (If No, goto Question 6.6)

b. If YES, what percentage of your establishment's shipments use your own transport?\_R6\_5b %

6.6 What is your main transport mode used when shipping products and/or inputs and supplies? Products:  
\_R6\_6a \_\_\_ Inputs \_\_\_R6\_6b \_\_\_(codes: a= land transport; b=air transport; c=maritime transport)

6.7 Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?  
i. E-mail? \_R6\_7a -----(Codes: 1=Yes 2= No)  
ii. A website? \_R6\_7b -----(Codes: 1=Yes 2= No)

6.8 On a scale of 1 to 10 (1 being extremely bad and 10 being excellent), How would you rate the following infrastructural facilities.

a) Quality of power .....	R6_8a
b) Availability of inland transport – Roadways ....	R6_8b
c) Availability of inland transport – Railways.....	R6_8c
d) Quality of telephone connection.....	R6_8d
e) Access / connectivity to internet.....	R6_8e

## 7. LAND

7.1 a. Does your establishment own or lease the majority of its land? R7\_1a \_\_\_\_ (Codes: 1=own; 2=lease)  
b. Does your establishment own or lease the majority of your buildings? R7\_1b (Codes: 1=own; 2=lease)

7.2 Has your **firm** acquired or attempted to acquire new land or buildings to expand operations in the previous 3 years? \_R7\_2 \_\_\_\_ (Codes: Yes=1; No=2) (If No, go to question 8.1)

7.3 Were you unsuccessful in any attempts to acquire land or new premises? R7\_3\_Codes:1=Yes; 2=No  
(If No, go to question 8.1)

7.4 If you were unsuccessful, which of the following reasons help explain why (do not consider high price as a reason, multiple answers allowed) (Read all alternatives)

(Codes: 1=Yes; 2= No)

- a. It was not possible to find an appropriate industrial zone for my production profile \_R7\_4a\_\_
- b. The government did not want to sell the land \_R7\_4b\_\_
- c. The required zoning approval would take too long \_R7\_4c\_\_
- d. Could not obtain land in desired industrial zone \_R7\_4d\_\_
- e. Municipality would not provide infrastructure for desired site \_R7\_4e\_\_
- f. Other (please specify R7\_4x ) \_R7\_4f\_\_

7.5 For the most recent acquisition of land or buildings:

a. Was it? i. Land ii. Buildings iii. Both together \_R7\_5a\_\_

b. When did you buy or lease? (month and year) \_R7\_5b\_\_

c. How long did the entire process take once a suitable site was identified (include all time to register, negotiate with sellers, obtain all required licenses and zoning permissions but do not include any required construction permissions)? *(weeks)* R7\_5c\_\_

d. How much did the process cost in transaction fees (*do not include the cost of the land*)

d.i. transaction fees (including registration fees, payments to lawyers, brokers etc): \_R7\_5d1 (Rs.)

d.ii. Informal payments to government officials or private parties: \_\_ R7\_5d2 (Rs.)

## 8. CONFLICT RESOLUTION / LEGAL ENVIRONMENT

8.1.a. 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."

Do you (*read 1-6*)? R8\_1a or DK (*Don't know*) (*show card with alternatives*)

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

b. Has your establishment been involved in a court case in the last 3 years? R8\_1b\_ (*Codes: 1=Yes; 2= No*)

8.2 a. On average over the last year, what percent of your establishment's sales was...?

i. Pre paid (paid before delivery)	R8_2a1	%	
ii. Paid at delivery	R8_2a2	%	
iii. Sold on credit (or with deferred payment)	R8_2a3	%	(if =0, go to question 8.3)
<b>Total:</b>		100%	

b. On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time? R8\_2b % (*If= 0, go to question 9.1*)

c. Typically, what percent of these monthly sales are never repaid? \_R8\_2c\_ %

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 in direct negotiations? \_R8\_2d\_ (*days*)

8.3 Over the last 2 years,...

a. What percent of your establishment's disputes over overdue payments with private customers were resolved by:

Court action?	R8_3a1 % ( <i>If = 0, go to question 9.1</i> )
Business association	R8_3a2 %
Arbitration agency	R8_3a3 %
Other (Pl. specify____ R8_3ax)	R8_3a4 %

b. If the disputes was solved by court action, 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*) R8\_3b

c. If the disputes were solved by court action, were the decisions of the court (whether in your favor or not) generally enforced? (*Codes: 1=Yes 2=No*) R8\_3c

## 9. LAW AND ORDER

9.1 a. Did your establishment experience losses in the last year due to theft, robbery, vandalism, extortion, intimidation of employees or arson? \_\_ R9\_1a\_\_ (*Codes: 1=Yes, 2= No*) (*If No, go to question 9.2*)

If YES,

b. Please estimate the value of the losses : R9\_1b \_\_\_\_\_ (Rs.000)

c. How many cases of theft, robbery, vandalism, or arson occurred? R9\_1c \_\_\_\_\_ (number)

d. How many of these incidents did you report to the police? R9\_1d \_\_\_\_\_ (number)

e. Of these reported incidents, how many were solved (the perpetrator was caught, etc.)? R9\_1e (number)

9.2 Please estimate your establishment's costs during last year of providing:

a) security related to crime (equipment, personnel, or professional security service)? R9\_2a \_\_\_\_\_ (Rs.000s)

b) insurance premium against fire, theft, war damage, natural disaster, civil unrest? R9\_2b (Rs. 000s)

c) protection payments (e.g. to organized crime to prevent violence)? R9\_2c (Rs.000s)

9.3 Are you satisfied that the law and order situation in the locality of your establishment? R9\_3 \_\_\_\_\_

(Codes: Yes=1, No=2)

## 10. LABOR MARKET ISSUES

10.1 What kind of labor shift did this establishment follow in 2004? R10\_1 \_\_\_\_\_

1. Single shift

2. Double shift

3. Triple shift

4. Other: -----R10\_1x\_

10.2 How many days in 2004 did your plant operate?

R10\_2 (number) 10.3 Do you face

any of these constraints in labor contracting? (Codes: 1=Yes; 2=No)

1. Cost/restriction of dismissal -----R10\_3a

2. Restriction on hiring casual labor -----R10\_3b

3. Restriction on hiring temporary workers -----R10\_3c

4. The types of skills we need are not available in the market -----R10\_3d

5. It takes a long time to find a trustworthy employee -----R10\_3e

6. Others (Please Specify R10\_3x -----) -----R10\_3f

## 11. BUSINESS AND GOVERNMENT

### 11.1 Expectations:

11.1.1 What is your estimate of the following variables at the end of 2006?	Minimu	Maximu
a. The % growth of the annual sales of <i>your establishment</i> relative to the end of 2005	R11_1aa	R11_1ba
b. The % growth of the average price of your establishment's main product relative to that	R11_1ab	R11_1bb
c. The rate of inflation	R11_1ac	R11_1bc
d. The average bank borrowing rate	R11_1ad	R11_1bd
e. The exchange rate of the Rupee against the US dollar	R11_1ae	R11_1be

### 11.2 For garment producers only

How has your firm tried to take advantage of MFA phase-out in 2005 and recent de-reservation of certain textile and garment items from the small scale reservation list? (Codes: YES=1 NO=2)

<u><b>If Yes...</b></u>	<u><b>MFA Phase out</b></u>	<u><b>De-reservation</b></u>
<u>Increase capacity</u>	<u>R11_2a1</u>	<u>R11_2b1</u>
<u>Increase utilization of existing capacity</u>	<u>R11_2a2</u>	<u>R11_2b2</u>
<u>Buy or enter into some kind of production arrangement with a foreign/domestic company</u>	<u>R11_2a3</u>	<u>R11_2b3</u>
<u><b>If No ...</b></u>	<u><b>MFA Phase out</b></u>	<u><b>De-reservation</b></u>
<u>Haven't factored these events into future plans yet</u>	<u>R11_2a4</u>	<u>R11_2b4</u>
<u>Unaware about any phase-out or de-reservation issue</u>	<u>R11_2a5</u>	<u>R11_2b5</u>

11.3.1. Is your firm a member of a producer or trade association? R11\_3\_1  
(Codes: Yes=1 No=2)

11.3.2 *If No*, then your firm does not belong to any business association because: (Codes: Yes=1 No=2)

- |  |          |
|--|----------|
| a) there is no association of relevance to our line of business        | R11_3_2a |
| b) existing associations provide no tangible benefits to their members | R11_3_2b |
| c) your firm's membership was not renewed .....                        | R11_3_2c |
| d) membership fee is too expensive .....                               | R11_3_2d |

## Regulation

11.4.1a At your current level of production, if you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments, required to pay mandatory benefits, etc.), would you increase, decrease or keep constant your current workforce? R11\_4\_1a

- |   |                    |
|---|--------------------|
| 1. Remain the same -- (skip to question 11.4.1b)          |                    |
| 2. Increase.      ~ If Increase, how many would you hire? | (number) R11_4_1a2 |
| 3. Decrease.      ~ If Decrease, how many would you fire? | (number) R11_4_1a3 |

If the answer to 11.4.1a is not 1 (=remain the same), which of the following are the main two reasons? R11\_4\_1aa (most important reason) \_ R11\_4\_1ab (next most important) (show card with alternatives)

i. Anticipated higher sales	iv. Pressure from politicians or political groups
ii. Laws and regulations regarding hiring, firing of workers	v. Fear of social sanctions
iii. Union agreements or pressure	vi. High minimum wage or mandatory benefits
	vii. Other (specify: -----)

11.4.1b To what extent do you agree or disagree with this statement?: "In general, government officials' interpretations of regulations affecting my establishment are predictable." Do you (read 1-6)? R11\_4\_1b - or DK= (Don't know) (show card with alternatives)

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

11.4.2 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.? R11\_4\_2 %

11.4.3 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 in your sector (not necessarily yours)? R11\_4\_3a (Codes: 1=Yes 2=No)

b. If YES, on average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? % R11\_4\_3b

(If respondent cannot answer in percentage, ask total value in Rs. 000s: R11\_4\_3b1 )

11.4.4 Based on the most recent experience of your establishment over the **last two years**,

a. What was the actual wait experienced for the following services or licenses (from the day you applied to the day you received the service or approval)? (use NA 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?

#### Services

i. A mainline telephone connection

ii. An electrical connection

iii. A water connection

iv. A construction-related permit

v. An import license

vi. Main operating license (specify)

a. Actual wait (days)

b. Gift/payment expected?  
(1=Yes, 2=No)

R11\_4\_4a1

R11\_4\_4b1

R11\_4\_4a2

R11\_4\_4b2

R11\_4\_4a3

R11\_4\_4b3

R11\_4\_4a4

R11\_4\_4b4

R11\_4\_4a5

R11\_4\_4b5

R11\_4\_4a6

R11\_4\_4b6

11.4.5 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? R11\_4\_5a (% reported)

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? R11\_4\_5b(% reported)

11.4.6 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?

Inspections and required meetings with officials			c. Was a gift or informal payment ever expected/ requested?  1 = Yes 2 = No	d. State (S) / Center (C) / Local (L) (write all that apply)
	a. Times (no. of visits)	b. Average duration (hours)		
i. Tax Inspectorate (VAT,	R11_4_6a1	R11_4_6b1	R11_4_6c1	R11_4_6d1
ii. Labor	R11_4_6a2	R11_4_6b2	R11_4_6c2	R11_4_6d2

iii. Fire and Building Safety	R11_4_6a3	R11_4_6b3	R11_4_6c3	R11_4_6d3
iv. Sanitation/ Epidemiology	R11_4_6a4	R11_4_6b4	R11_4_6c4	R11_4_6d4
v. Police	R11_4_6a5	R11_4_6b5	R11_4_6c5	R11_4_6d5
vi. Environmental	R11_4_6a6	R11_4_6b6	R11_4_6c6	R11_4_6d6
vii. <b>TOTAL</b> , all agencies (including those not listed above)	R11_4_6a7	R11_4_6b7	R11_4_6c7	R11_4_6d7

11.4.7 a. When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract? R11\_4\_7a (Codes: YES=1 NO=2)

b. If YES, what is the typical value of the gift or informal payment as a percentage of the contract value? R11\_4\_7b

11.4.8 Did your firm use facilitators, consultants or one more employees to help deal with permits or licenses? (Codes: YES =1 NO=2) R11\_4\_8

11.4.9 How many legal cases between the firm and the government/FIs are pending in court?

a. state government	(number) R11_4_9a
b. central government	(number) R11_4_9b
c. financial institutions	(number) R11_4_9c

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

0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very

Severe Obstacle	Codes	No obstacle	Degrees of obstacle			
			1	2	3	4
A. Telecommunications	R11_5aA	0	1	2	3	4
B. Electricity	R11_5aB	0	1	2	3	4
C. Transportation	R11_5aC	0	1	2	3	4
D. Access to Land	R11_5aD	0	1	2	3	4
E. High taxes	R11_5aE	0	1	2	3	4
F. Tax administration	R11_5aF	0	1	2	3	4
G. Customs and Trade Regulations	R11_5aG	0	1	2	3	4
H. Labor Regulations	R11_5aH	0	1	2	3	4
I. Skills and Education of Available Workers	R11_5aI	0	1	2	3	4
J. Business Licensing and Operating Permits	R11_5aJ	0	1	2	3	4
K. Access to Financing (e.g. collateral)	R11_5aK	0	1	2	3	4
L. Cost of Financing (e.g. interest rates)	R11_5aL	0	1	2	3	4
M. Economic and Regulatory Policy Uncertainty	R11_5aM	0	1	2	3	4
N. Macroeconomic Instability (inflation, exchange rate)	R11_5aN	0	1	2	3	4
O. Corruption	R11_5aO	0	1	2	3	4
P. Crime, theft and disorder	R11_5aP	0	1	2	3	4
Q. Anti-competitive or informal practices	R11_5aQ	0	1	2	3	4
R. Regulation specific to your industry	R11_5aR	0	1	2	3	4
S. Legal system/conflict resolution	R11_5aS	0	1	2	3	4
T. Access to Foreign Technology	R11_5aT	0	1	2	3	4
U. Other (please specify) R11_5ax	R11_5aU	0	1	2	3	4

11.5. b. Among all of the above alternatives in part a, please indicate and list in order of magnitude the three biggest obstacles for the operation and growth of your establishment

(i) \_R11\_5b1\_ (ii) \_R11\_5b2\_ (iii) \_R11\_5b3\_ (*alternative*)

11.6 If access to land (*option D in question 11.5.a*) is an obstacle (minor, major or severe) to the operations or growth of your business in what way is that the case? (*Code: Yes=1, No=2*)

- |   |        |
|---|--------|
| a) unsecured land titles generate uncertainty   | R11_6a |
| b) problematic and costly registration process  | R11_6b |
| c) red tape during the land development process | R11_6c |
| c) Prices                                       | R11_6d |

11.7 If anti-competitive or informal practices (*option Q in question 11.5.a*) constitute obstacle (minor, major or severe) to the operations or growth of your business, in which area or form do they operate? (*Code: Yes=1, No=2*).

	Yes / No
though unfair enforcement of taxes, labor rules,	R11_7a
through unequal energy costs	R11_7b
through unfair enforcement of land related obligations	R11_7c
through unfair enforcement of product standards and intellectual property rights	R11_7d

11.8 If you are an exporter, do Anti-Dumping actions affect your export \_ R11\_8 \_\_\_\_\_  
(*Codes: 1=Yes, 2=No*)

11.9 If yes, which are the Countries impose Anti-Dumping actions and what are the Anti-Dumping Duties/Margins?

Countries	(Codes: 1=Yes, 2=No)	Anti Dumping Margins
US	R11_9a1	R11_9b1
EU	R11_9a2	R11_9b2
Others (Pl. Specify) R11_9x	R11_9a3	R11_9b3

11.10 If regulations (*option R in question 11.5.a*) specific to your industry are obstacle (minor, major or severe) to the operations or growth of your business what do the regulation involve? (*Code: Yes=1, No=2*)

	Yes / No		Yes / No
a) restrictions on imports	R11_10a	c) restrictions on FDI	R11_10c
b) restrictions on prices	R11_10b	d) Other (Pl. specify: _R11_10x_)	R11_10d

11.11 How would you characterize the market where your firm conducts business \_\_\_\_ R11\_11\_\_\_\_  
(*Codes: Local =1 Regional=2 National=3 International=4*)

11.12 If Access to foreign technology (*option T in question 11.5.a*) is an obstacle (minor, major, severe) is this due to ...  
(codes 1=Yes, 2=No)

	Yes / No
a. Domestic regulation	R11_12a
b. Unwillingness of foreign suppliers to give access	R11_12b

## 12. LOCATION

12.1. Name of state	1. Does this state have a better general business environment than your state?  1=Yes 2= No 3= Not applicable	2. Does this state have a better business environment for your industry than your state?  1=Yes 2= No 3= Not applicable	Has your company operated in this state in the past three years?  Codes: 1=Yes 2=No
1. Andhra Prad	R12_1a	R12_1b	R12_1c
2. Bihar	R12_2a	R12_2b	R12_2c
3. Delhi	R12_3a	R12_3b	R12_3c
4. Gujarat	R12_4a	R12_4b	R12_4c
5. Haryana	R12_5a	R12_5b	R12_5c
6. Jharkhand	R12_6a	R12_6b	R12_6c
7. Karnataka	R12_7a	R12_7b	R12_7c
8. Kerala	R12_8a	R12_8b	R12_8c
9. Madhya Pra.	R12_9a	R12_9b	R12_9c
10. Maharastra	R12_10a	R12_10b	R12_10c
11. Orissa	R12_11a	R12_11b	R12_11c
12. Punjab	R12_12a	R12_12b	R12_12c
13. Rajasthan	R12_13a	R12_13b	R12_13c
14. Tamil Nad	R12_14a	R12_14b	R12_14c
15. Uttar Prad.	R12_15a	R12_15b	R12_15c
16. W Bengal	R12_16a	R12_16b	R12_16c

12.2 Which state has the best business environment? Name of state \_\_\_\_R12\_2\_\_\_\_

12.2a By what percent would your cost of production be cut if you were based in the best state? \_\_\_\_R12\_2\_a\_\_\_\_%

12.3 Which state has the worst business environment? Name of state \_\_\_\_R12\_3\_\_\_\_

12.3a By what percent would your cost of production rise if you were based in the worst state? \_ R12\_3\_a %

12.4 Why did the establishment choose to be located in the particular state? Is it because: (Codes: Yes=1 No=2)

- The owner(s) / major shareholder(s) are from that state? \_\_\_\_R12\_4\_a\_\_\_\_
- The state has certain key natural resources which the firm uses as raw materials. \_\_\_\_R12\_4\_b\_\_\_\_
- The state government gave concessions and benefits which made it more attractive to locate there  
\_\_\_\_R12\_4\_c\_\_\_\_
- The state was chosen based on a location feasibility report (and after comparison with other states)  
\_\_\_\_R12\_4\_d\_\_\_\_
- Other factors (*Please Specify*) \_\_\_\_ R12\_4x\_\_\_\_

**NEXT PAGE CONTINUES WITH**  
**“Part II of Survey Questionnaire: For Accounting/Human Resources”**





# Firm Analysis and Competitiveness Survey of India – 2005

## Confederation of Indian Industry

and

## The World Bank Group

### Part II of Survey Questionnaire: For Accounting/Human Resources

0.1 ESTABLISHMENT NO. Code1

0.3 CITY code3

0.1B. Was the establishment surveyed by us in 2002-03? Code1b (Codes: Yes=1 NO=2)

#### City Codes:

1 = Ahmedabad	14 = Lucknow	27 = Indore	40= Mangalore	62= Balangir/Kartabanji
2 = Bangalore	15 = Guntur	28 = Nagpur	50= Balassore	63= Jamshedpur
3 = Kolkatta	16 = Viskhapatnam	29 = Nashik	51= Bhubaneswar	64= Dhanbad
4 = Chandigarh	17 = Surat	30 = Thane	52= Cuttack	65= Bokaro
5 = Chennai	18 = Vadodara	31 = Jalandhar	53= Dhenkanal	66= Jaipur
6 = Cochin	19 = Gurgaon	32 = Ludhiana	54= Ganjam	67= Kota
7 = Delhi	20 = Faridabad	33 = Coimbatore	55= Keonjhar	68= Jodhpur
8 = Hyderabad	21 = Panipat	34 = Hosur	56= Puri	69= Patna
9 = Kanpur	22 = Hubli-Dharwad	35 = Madurai	57= Rourkela	70= Begusarai
10 = Mumbai	23 = Calicut	36 = Ghaziabad	58= Sambalpur	71= Vaishali
11 = Pune	24 = Palakkad	37 = Noida	59= Angul	72= Ranchi
12 = Mysore	25 = Bhopal	38 = Shahjahanpur	60= Koraput/Jeyapore	73= Mazafarpur
13 = Vijayawada	26 = Gwalior	39 = Howrah	61= Mayurbhanj/Baripada	

0.2 INDUSTRY Code 2 0.4. Name of Interviewer Interviewer

**Codes:** 01 = Garments: 02 = Textiles: 03 = Drugs & Pharma: 04 = Electronics including consumer durables: 05 = Electrical appliances including white goods: 06 = Machine Tools including Machinery & Parts: 07 = Auto Components: 09 = Leather & Leather Products: 10 = Sugar: 11 = Food Processing: 12 = Plastics & Plastic Products: 13 = Rubber & Rubber Products: 14 = Paper & Paper Products: 15 = Structural metals and metal products: 16 = Paints and Varnishes: 17 = Cosmetics and Toiletries: 18 = Other Chemicals: 19 = Mining: 20 = Mineral Processing: 21 = Hotels: 22 = Marine Food Processing: 23 = Agro Processing: 24 = Wood and Furniture.

**13. ACCOUNTING****13.1 Please provide the following information on your establishment's production, sales and expenses**

	Value in thousands (Rs)		
	2004	2003	2002
Total sales	R13_1a1	R13_1b1	R13_1c1
Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale	R13_1a2	R13_1b2	R13_1c2
Total Energy Costs	R13_1a3	R13_1b3	R13_1c3
a. of which, cost of power costs	R13_1a4	R13_1b4	R13_1c4
b. of which fuel costs	R13_1a5	R13_1b5	R13_1c5
Total cost of labor, including wages, salaries and bonuses	R13_1a6	R13_1b6	R13_1c6
Rent on land and buildings	R13_1a7	R13_1b7	R13_1c7
Of which: rent on Land	R13_1a8	R13_1b8	R13_1c8
Rent on machinery, equipment, and vehicles	R13_1a9	R13_1b9	R13_1c9
Interest charges	R13_1a10	R13_1b10	R13_1c10
All other costs, i.e.: transport, overhead expenses, etc	R13_1a11	R13_1b11	R13_1c11

**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.

**13.2 What was *your plant's* sales revenue in Rs.(000s) for the fiscal year of**

(a) 1999? (five years ago)

R13\_2a

(b) 1994 ? (ten years ago)

R13\_2b

**13.3 Of the other costs you told me above, if possible, please provide the following breakdown.**

	2004 (Rs. 000)	Or as % of total other costs
Fuel costs for generator	R13_3a1	R13_3b1 %
Transport/logistics (excluding rent on vehicles)	R13_3a2	R13_3b2 %
Telecommunication costs	R13_3a3	R13_3b3 %
Traveling for employees	R13_3a4	R13_3b4 %
Royalty or license fee to domestic companies	R13_3a5	R13_3b5 %
Royalty or license fee to foreign owned companies	R13_3a6	R13_3b6 %

**13.4 a** During the last accounting year, what percentage represented your net profits (after tax) over your establishment total annual sales?\_\_\_\_\_R13\_4a\_\_\_\_\_ % (*NA=-777 if there were no net profits. If so, skip part b*)**b.** Approximately, what percentage of the establishment's net profits (after tax) were reinvested in your establishment (that is, not distributed to owners or shareholders)? \_\_\_\_\_R13\_4b\_\_\_\_ %**13.5** What is the estimated annual market rent that ***your plant*** would have paid for its business premises in 2004? -----R13\_5(Rs.000s)**13.6** How much did your firm spend on design or R&D in 2004? [*Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.*] \_\_\_\_\_R13\_6\_\_\_\_\_ (Rs.000s)**13.7.** 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?

a1.	Description	b. % of Total Sales
i.	R13_7a1	R13_7c1 %
ii.	R13_7a2	R13_7c2 %
iii.	R13_7a3	R13_7c3 %

**13.8 Regarding the most important product for the last two years in terms of its share on your establishment's revenues, please provide:**

Year	Product description	Unit	Quantity Sold (total including exports)	Quantity Exported (total)	Total sales Including exports (Rs.000s)	Value of Exports (Rs.000s)	Year of first Production by your plant	Year of first export by <i>your plant</i>
2004	R13_8a1x	R13_8b1x	R13_8c1	R13_8d1	R13_8e1	R13_8f1	R13_8g1	R13_8h1
2003	R13_8a2x	R13_8b2x	R13_8c2	R13_8d2	R13_8e2	R13_8f2	R13_8g2	R13_8h2

**13.9 Regarding the most important raw material for the last two years in terms of value of your establishment, please provide**

Year	Raw material description	Unit	Quantity Purchased (total including imports)	Quantity Imported (total)	Value of Purchase (Rs.000s)	Value of imports (Rs.000)
2004	R13_9a1x	R13_9b1x	R13_9c1	R13_9d1	R13_9e1	R13_9f1
2003	R13_9a2x	R13_9b2x	R13_9c2	R13_9d2	R13_9e2	R13_9f2

**13.10 How much did your establishment spend on purchases of...?**

	Rs. 000s		
	2004	2003	2002
Machinery and equipment (new and/or used)	13_10a1	13_10b1	13_10c1
Land, buildings or improvements to leasehold	13_10a2	13_10b2	13_10c2
Of which: Land	13_10a3	13_10b3	13_10c3
Vehicles (new & used)	13_10a4	13_10b4	13_10c4

**13.11 Did you sell any equipment or property during the fiscal year of \_\_\_?**

Value sold in Rs. (000s) of	2004	2003	2002
a) Machinery and equipment .....	13_11a1	13_11b1	13_11c1
b) Land and buildings or leasehold	13_11a2	13_11b2	13_11c2
c) Vehicles .....	13_11a3	13_11b3	13_11c3



13.12 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 (Rs 000s) 2004
Machinery and equipment (including transport)	R13_12a
Land, buildings and leasehold improvements	R13_12b
Of which: Land	R13_12c

13.13 a. What percent of your establishment's sales in the last year (2004) were:

- i. sold domestically R13\_13a1 \_\_\_\_\_%
- ii. exported directly R13\_13a2 \_\_\_\_\_% → and in the previous year (2003)? \_\_R13\_13a21\_\_%
- iii. exported indirectly (through a distributor) R13\_13a3 \_\_\_\_\_%
- TOTAL 100%

b. If you sell domestically, approximately what percentage of your establishment's domestic sales in the last year were to:

- i. the government \_\_\_\_\_% R13\_13b1
- ii. state-owned enterprises \_\_\_\_\_% R13\_13b2
- iii multinationals located in your country \_\_\_\_\_% R13\_13b3
- vi. your parent company or affiliated subsidiaries \_\_\_\_\_% R13\_13b4
- v. large domestic private firms (those with approximately 300 plus workers) \_\_\_\_\_% R13\_13b5
- vi. other (sales to small firms, individuals, etc.) \_\_\_\_\_% R13\_13b6

TOTAL 100%

13.14 If you export, please provide information on the percentage distribution of your plant's exports by destination regions:

Regions of export:	Per cent of annual exports of <i>your plant</i> by year		Which year did <i>your plant</i> export to this region for the first time?
	2004	2003	Year
a. West Europe .....	R13_14a1 %	R13_14a2 %	R13_14a3
b. East Europe .....	R13_14b1 %	R13_14b2 %	R13_14b3
c. North America (USA & Canada) .....	R13_14c1 %	R13_14c2 %	R13_14c3
d. Russia & Former Soviet Union countries	R13_14d1 %	R13_14d2 %	R13_14d3
e. China .....	R13_14e1 %	R13_14e2 %	R13_14e3
f. rest of Asia (excluding China) .....	R13_14f1 %	R13_14f2 %	R13_14f3
g. others specify.....	R13_14g1 %	R13_14g2 %	R13_14g3
Total	100%	100%	



13.15 Over the last year (2004), what percent of your establishment's purchases of material inputs and supplies were..:

- a. purchased from domestic sources R13\_15a \_\_\_\_\_%  
 b. purchased through direct imports R13\_15b \_\_\_\_\_% → and in the previous year (2003)? \_\_\_\_R13\_15b1\_\_\_\_\_%  
 c. purchased through indirect imports (via a distributor) R13\_15c \_\_\_\_\_%  
 Total 100%

13.16 How was the value of your plant's purchase of imported raw materials distributed in per cent between the following geographic origins?

				Which year did your plant import from this region for the first time?
	2004		2003	(year)
a. West Europe .....	R13_16a1 %		R13_16a2 %	R13_16a3
b. East Europe .....	R13_16b1 %		R13_16b2 %	R13_16b3
c. North America (USA & Canada)	R13_16c1 %		R13_16c2 %	R13_16c3
d. China .....	R13_16d1 %		R13_16d2 %	R13_16d3
e. rest of Asia (excl. China) .....	R13_16e1 %		R13_16e2 %	R13_16e3
f. others specify.....	R13_16f1 %		R13_16f2 %	R13_16f3
Total	100%		100%	

13.17 If you **export directly**, what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs?

- a. \_\_\_\_\_ days on average R13\_17a  
 b. \_\_\_\_\_ days was the longest time in the last year R13\_17b

13.18 If you **import directly**, what was the average and the longest number of days 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?

- a. \_\_\_\_\_ days on average R13\_18a  
 b. \_\_\_\_\_ days was the longest time in the last year R13\_18b



Balance Sheet Items			
13.19	Value in Rs (000s) as of end of the fiscal year of		
	2004	2003	2002
Total Assets .....	R13_19a0	R13_19b0	R13_19c0
Property, Plant and Equipment:			
Gross Block (Acquisition cost)	R13_19a1	R13_19b1	R13_19c1
Machinery and equipment (including transport) .	R13_19a2	R13_19b2	R13_19c2
Land, buildings and leasehold improvement .....	R13_19a3	R13_19b3	R13_19c3
Net Block (Net book value)	R13_19a4	R13_19b4	R13_19c4
Machinery and equipment (including transport)	R13_19a5	R13_19b5	R13_19c5
Land, buildings and leasehold improvement ..	R13_19a6	R13_19b6	R13_19c6
Current Assets:	R13_19a7	R13_19b7	R13_19c7
Inventories and stocks	R13_19a8	R13_19b8	R13_19c8
Finished goods .....	R13_19a9	R13_19b9	R13_19c9
Work-in-progress .....	R13_19a10	R13_19b10	R13_19c10
Raw materials excluding fuel .....	R13_19a11	R13_19b11	R13_19c11
Fuel .....	R13_19a12	R13_19b12	R13_19c12
Accounts receivable .....	R13_19a13	R13_19b13	R13_19c13
Cash on hand and in bank .....	R13_19a14	R13_19b14	R13_19c14
Loan advances and deposits (for custom, electricity, etc.)	R13_19a15	R13_19b15	R13_19c15
Deferred revenue expenses .....	R13_19a16	R13_19b16	R13_19c16
	Value in Rs (000s) as of end of the fiscal year of		
	2004	2003	2002
Total liabilities .....	R13_19a17	R13_19b17	R13_19c17
Long-term liabilities (i.e., more than one year )	R13_19a18	R13_19b18	R13_19c18
Domestic currency denominated .....	R13_19a19	R13_19b19	R13_19c19
Foreign currency denominated .....	R13_19a20	R13_19b20	R13_19c20
Short-term liabilities (i.e. one year or less)	R13_19a21	R13_19b21	R13_19c21
Domestic currency denominated .....	R13_19a22	R13_19b22	R13_19c22
Of which: payables .....	R13_19a23	R13_19b23	R13_19c23
Foreign currency denominated .....	R13_19a24	R13_19b24	R13_19c24
Of which: payables .....	R13_19a25	R13_19b25	R13_19c25
Stockholders Equity	R13_19a26	R13_19b26	R13_19c26
Share Capital (Equity) .....	R13_19a27	R13_19b27	R13_19c27
Reserves and Surplus (Retained Earnings) .....	R13_19a28	R13_19b28	R13_19c28

**14. Human Resources**

- 14.1 When your establishment started its operation in this country, what was the total number of full-time paid employees? \_\_\_\_R14\_1\_ (*number of employees*) or ( *DK=-666 if Does not Know*)

Please describe your workforce using the following definitions: (*Enumerator: read the definitions*)

<b>Professionals:</b>	Trained and certified specialists outside of management 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.
<b>Skilled Production worker:</b>	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
<b>Unskilled Production worker:</b>	Persons involved in production process whom management considers to be unskilled.

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

		<b>Total</b>	<b>Management</b>	<b>Professionals</b>	<b>Skilled Production Workers</b>	<b>Unskilled Production Workers</b>
Ave. number of workers during fiscal year 2002		R14_2a1	R14_2b1	R14_2c1	R14_2d1	R14_2e1
Ave. number of workers during fiscal year 2003		R14_2a2	R14_2b2	R14_2c2	R14_2d2	R14_2e2
Ave. number of workers during fiscal year 2004		R14_2a3	R14_2b3	R14_2c3	R14_2d3	R14_2e3
Of which:	% female	R14_2a4	R14_2b4	R14_2c4	R14_2d4	R14_2e4
	% part-time	R14_2a5	R14_2b5	R14_2c5	R14_2d5	R14_2e5
Total compensation in 2004 (includes all benefits, in Rs.000)		R14_2a6	R14_2b6	R14_2c6	R14_2d6	R14_2e6

- b. In 2004, how many hours per person per week did your permanent workers work? \_\_\_\_R14\_2b\_\_\_\_
- c. If you reported employing permanent part-time workers in 2004 (part a), how many hours per week did they work? \_\_\_\_R14\_2c\_\_\_\_  
(*hours/week/person*)



- 14.3 The following table refers only to temporary workers of your establishment. Temporary workers 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
Average number of temporary workers employed:		R14_3a1	R14_3b1	R14_3c1
Of which:	average number of female workers	R14_3a2	R14_3b2	R14_3c2
	average number of part-time workers	R14_3a3	R14_3b3	R14_3c3
Average length of employment for each work ( <i>in Months</i> )		R14_3a4	R14_3b4	R14_3c4
Total compensation (including benefits, if applicable) of all temporary workers (in Rs. 000)		R14_3a5	R14_3b5	R14_3c5

- 14.4 For temporary workers, on average, how many hours per week do they work?     R14\_4     (*hours/week/person*)

- 14.5 a. In 2004, how many new employees did your establishment hire?     R14\_5a     (*number*)

- b. In 2004, how many employees from your establishment:

- i. were dismissed or laid off?            (*number*) R14\_5b1  
ii. left due to sickness or died?            (*number*) R14\_5b2  
iii. left for other reasons?            (*number*) R14\_5b3

- 14.6 a. In the last year, did you offer any of the following formal (beyond “on the job”) training to your permanent employees:  
i. Internal training (offered within the walls of your establishment)?     R14\_6a1     (*Codes: 1=Yes 2=No*)  
ii. External training (offered at a location outside your establishment)?     R14\_6a2     (*Codes: 1=Yes 2=No*)

**[If respondent answers ‘NO’ to both, skip to question 14.8.]**

If yes please provide the following information for *formal training* for last year Skilled Unskilled (\*)

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers
How many people were trained in these programs?	R14_6b1	R14_6c1	R14_6d1	R14_6e1	R14_6f1
What were the total person-weeks of training?	R14_6b2	R14_6c2	R14_6d2	R14_6e2	R14_6f2



- 14.7 How much did you spend on formal training last year? \_\_R14\_7\_\_\_\_ (in 000 Rs)
- 14.8 What percent of your workforce is unionized? \_\_R14\_8\_\_\_\_ %
- 14.9 How many days of production last year did you lose due to
- worker strikes or other labor disputes? R14\_9a\_\_\_\_ (days)
  - civil unrest? R14\_9b\_\_\_\_ (days)
  - employee absenteeism due to illness, death, funerals? R14\_9c\_\_\_\_ (days)
- 14.11 a. What percent of the workforce at your establishment have not completed primary school (6 years)? \_\_R14\_11a\_\_\_\_
- b. What percent are female? \_\_R14\_11b\_\_\_\_ %
- 14.12 For people your plant employ full time at the end of the fiscal year of 2004 please give us an estimate of the following:
- |                                      | Management | Professionals<br>(Engineers/<br>Accountants) | Production<br>Workers | Non-production<br>workers |
|--------------------------------------|------------|--|-----------------------|---------------------------|
| Average number of years of education | R14_12a1   | R14_12b1                                     | R14_12c1              | R14_12d1                  |
| Average tenure (in years)            | R14_12a2   | R14_12b2                                     | R14_12c2              | R14_12d2                  |
| Average Age .....                    | R14_12a3   | R14_12b3                                     | R14_12c3              | R14_12d3                  |
- 14.13. How much time did it take to fill your most recent vacancy for a:
- Manager? \_\_R14\_13a\_\_\_\_ weeks
  - skilled technician? \_\_R14\_13b\_\_\_\_ weeks
  - production/service worker? \_\_R14\_13c\_\_\_\_ weeks
  - non-production worker? \_\_R14\_13d\_\_\_\_ weeks
- 14.14 What % of the wage bill for production workers in 2004 was calculated at piece rate? \_\_R14\_14\_\_\_\_

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