



# Firm Analysis and Competitiveness Survey of India – 2002

## 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\_\_\_\_\_

Codes:

Ahmedabad = 01	Lucknow = 14	Indore = 27	Mangalore = 40
Bangalore = 02	Guntur = 15	Nagpur = 28	
Calcuta = 03	Viskhapatnam = 16	Nashik = 29	
Chandigarh = 04	Surat = 17	Thane = 30	
Chennai = 05	Vadodara = 18	Jalandhar = 31	
Cochin = 06	Gurgaon = 19	Ludhiana = 32	
Delhi = 07	Faridabad = 20	Coimbatore = 33	
Hyderabad = 08	Panipat = 21	Hosur = 34	
Kanpur = 09	Hubli-Dharwad = 22	Madurai = 35	
Mumbai = 10	Calicut = 23	Ghaziabad = 36	
Pune = 11	Palakkad = 24	NOIDA = 37	
Mysore = 12	Bhopal = 25	Shahjahanpur - Lakimpur = 38	
Vijayawada = 13	Gwalior = 26	Howrah = 39	

0.2 INDUSTRY \_\_\_\_code2\_\_\_\_\_

0.4. Name of Interviewer \_\_\_\_code4\_\_\_\_\_

<b>Codes:</b> 01 = Garments	04 = Electronics	07 = Auto components	10 = Sugar
02 = Textiles	05 = Elec. White Goods	08 = Software	11 = Food processing
03 = Drugs & Pharma	06 = Machine Tools	09 = Leather & Leather Products	12 = Chemicals
			15 = Metal

0.5. Enumeration validated by \_\_\_\_code5\_\_\_\_\_

The Firm Analysis and Competitiveness Survey of India is a joint undertaking of the Confederation of Indian Industry and the World Bank Group towards better understanding of the investment climate of States. It follows upon a similar survey of 1200 firms that the two institutions carried out in year 2000. This year we are surveying 2000 businesses in 12 states. As in the previous survey the goal now is to advise state governments on ways to change policies that hinder the start up of more businesses like yours, their expansion, or their competitiveness in potential export markets. Similar surveys are being carried out in a number of developing economies facing similar challenges as India.

The questionnaire is in two parts. The first of these is what we would like the head of the business to respond to. It begins with questions about the history and organization of the business and its management before proceeding to questions of market, supplies, access to technology, credit, skilled manpower, and infrastructure and the role government policies and institutions as part of the business' economic environment. 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 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 'factory'. A company or a firm could have just one establishment or plant. It could also have two or more establishments or plants. The answers you are given to the first question in the first section of Part I tells you whether you are dealing with a single-establishment or you have approached a multi-establishment company or firm. In a multi-establishment situation the questions in the first and second sections mainly refer to the firm rather than any particular establishment. However, questions from Section III (i.e. Sales and Supplies) onwards refer to one and only one of the establishments owned by the firm. In this case enumerators must ensure that respondents give answers for questions in Section III onwards only in relation to a particular establishment that has been identified by name or location. This problem would not arise in a single plant situation since, in that case, responses to both Section I and the rest of the questionnaire will refer to practically the same entity. **There are codes indicated against the questions, please use the codes mentioned against each question to register the responses.**

**I. GENERAL INFORMATION**

I.1 Is this establishment part of a company or firm with one or more other plants or establishments? q101

**Codes:** Yes=1 No=2 (it is a stand alone establishment). If the answer is “no” then go to **Question I.6**

I.2 If yes, in what year did your firm begin operations in this country?  \_q102\_ Year

I.3. If yes to I.1, how many establishments or plants are under your firm’s control?  \_q103\_ (number)

I.4. How many of these are located:

- |                               |                  |
|-------------------------------|------------------|
| 1. In your metropolitan area: | _q1041_ (number) |
| 2. In this province/state:    | _q1042_ (number) |
| 3. In this country:           | _q1043_ (number) |
| 4. In other countries:        | _q1044_ (number) |

I.5. How many are in manufacturing?  \_q105\_ (number)

I.6 In what year did this establishment start operation?  \_q106\_ Year

I.7 How many employees did this establishment have at start-up?  \_q107\_ number

I.8.a What percentage of your firm is owned by:

- |  |             |
|--|-------------|
| 1. Private sector: 1a) domestically owned..... | _q108a1a_ % |
| 1b) foreign owned .....                        | _q108a1b_ % |
| 2. Central government .....                    | _q108a2_ %  |
| 3. State/provincial government .....           | _q108a3_ %  |
| 4. Municipal government .....                  | _q108a4_ %  |
| 5. Other government .....                      | _q108a5_ %  |
| TOTAL  | 100 %       |

I.8.b If the government is a shareholder, is it represented in the board? q108b **Codes:** Yes=1, No=2

I.9. Is the current legal status of your firm one of the following? **Codes:** Yes=1, No=2

- |  |   |                            |   |        |
|--|---|----------------------------|---|--------|
| 1. Limited Liability Company                       | → | 1a. Publicly traded, or... | → | q1091a |
|  | → | 1b. Not traded .....       | → | q1091b |
| 2. Cooperative .....                               |   |                            | → | q1092  |
| 3. Subsidiary/division of a larger enterprise..... |   |                            | → | q1093  |
| 4. None of the above.....                          |   |                            | → | q1094  |

I.10. What percentage of your firm is owned by

- |   |           |
|---|-----------|
| 1. the top manager or his family?.....                        | _q1101_ % |
| 2. other private individuals from your country? .....         | _q1102_ % |
| 3. other private individuals who are foreign nationals? ..... | _q1103_ % |
| 4. local banks/institutional investors?.....                  | _q1104_ % |
| 5 other domestic firms? .....                                 | _q1105_ % |
| 6. foreign banks/institutional investors? .....               | _q1106_ % |
| 7. other foreign firms? .....                                 | _q1107_ % |

**II. GOVERNANCE AND OWNERSHIP STRUCTURE****Part A. Information on the head or General Manager of your firm**

II.1. Gender of the General Manager of your firm  *Codes: 1.Male 2.Female*

II.2. Is the General Manager a shareholder of your firm?  *Codes: Yes =1 No=2*

II.3. If II.2 is Yes, what is the General Manager ownership share  *Codes: 1= less than 20%  
2= 20% or more*

II.4. What is the highest level of education completed by the General Manager?

- Codes: 1. University education  
2. High-school education  
3. Primary school education  
4. No education*

II.5. How many years of experience in the line of this business did the General Manager have before joining your firm?  years

II.6. Is the General Manager of your firm, also its sole owner or majority shareholder?   
*Codes: Yes =1 No=2*

-----[If YES, skip the rest of the Corporate Governance questionnaire.]-----

II.7. What is the shareholding of the largest shareholder?  %

II.8. Does your firm have a corporate shareholder that provides a source of finance to the company?

*Codes: YES=1 NO=2*

→ II.9. Is there a ceiling on the investment amount your firm can commit without consulting with Corporate Shareholders?

- Codes: 1 = Yes.  
2 = No.  
3 = Your firm cannot invest anything without consulting Corporate Shareholders.*

→ II.10. If yes, what is the ceiling amount:  (thousand rupees)

→ II.11. When investing, is your firm supposed to find suitable financing by itself or is funding provided by Corporate Shareholders?  (write all that apply)

*Codes: 1 = Your firm finds all financing by itself.*

*2 = Corporate Shareholders provides all financing directly*

*3 = Corporate Shareholders ensures financing through the group's financial institution/bank*

*4 = Corporate Shareholders and your firm share financing: share of your firm normally is:  %*



II.12. What is the largest shareholder or owner? \_\_ q212\_\_ (write all that apply)

**Codes:** 1 = a family

2 = a bank or financial institution

3 = a corporation

4 = the state or the government

5 = other, specify \_\_ q212x\_\_

II.13. What is the share owned by the majority shareholder? \_\_ q213\_\_%

II.14. Did the current owner/majority shareholder create your firm? q214

**Codes:** YES=1

NO=2

→ II.15. If no, how did the current owner/majority shareholder acquire your firm? q215

**Codes:** 1. Bought it

2. Inherited it

3. Other

**Part B. Information on single owner/majority shareholder** (entrepreneurial firms)

II.16. Gender of owner/majority shareholder q216 **Codes:** 1=Male 2=Female

II.17. In approximately what wealth bracket are the parents of the current owner/majority shareholder? q217

**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

II.18. What is the highest level of education completed by owner/majority shareholder? q218

**Codes:** 1. A university education

2. A high-school education

3. A primary school education

4. No education

II.19. How many years of experience in this line of business did the owner/majority shareholder have before becoming involved in your firm? \_\_ q219\_\_ years

**III. SALES AND SUPPLIES**

*Note to the enumerator: If you are interviewing a manager of a multi-establishment company or firm, questions from this point onwards should be posed in relation to the establishment or plant at the site of which the interview is taking place. If the interview is being conducted at headquarters, the questions from this point onwards should be posed in relation to a plant or an establishment that the respondent and enumerator have identified by name or by location.*

**Sales**

III.1 What is this establishment share in the domestic market for its most important product? \_ q301\_ %

III.2 Are any of the competitors foreign firms?  **Codes:** Yes=1 No=2

III.3 What do you think is the share of competitor foreign firms of the market \_ q303 \_ %

III.4 Were any of the products of this establishment exported last year?  **Codes:** Yes=1, No=2

**(If answer for question III.4 is NO, then go to question III. 8)**

III.5 If yes, did you export directly last year?  **Codes:** Yes=1, No=2

III.6 If you export, what was the year when your business first exported? \_ q306\_ Year

III.7 If "yes" to question number III.4, please answer the following with respect to customer to which you made your largest exports last year.

- a) What percent of your total exports did you ship to this customer last year? \_ q307a\_ %  
 b) For how many years have you done business with this customer? \_ q307b\_   
 c) Where is this customer based? \_ q307c\_

**Codes:** 1=North America, 2=European union, 3=Other European, 4=Middle East, 5=Central Asia, 6=South Asia, 7=Other Asia, 8=other

III.8 Would you rather sell in an export market than in a domestic market?  **Codes:** Yes=1, No=2

III.9 If "yes" to question III.8, what advantage do you see in export markets over domestic markets?

**Codes:** Yes=1, No=2

- |   |       |
|---|-------|
| a) Contracts are less likely to be dishonored in export markets. .... | q309a |
| b) Payment delays are unlikely or never happen in export markets..... | q309b |
| c) Margins are larger in export markets. ....                         | q309c |
| d) The business gets more technical advice from foreign buyers. ....  | q309d |
| e) Short term financing is easier to obtain.....                      | q309e |
| f) Other...(specify....._q309x_).....                                 | q309f |

III.10 If "no" to question number III.8, what disadvantage do you see in export markets?

**Codes:** Yes=1 No=2

- |  |       |
|--|-------|
| a) Too much hassle or delay is involved in claiming tax rebates..... | q310a |
| b) Competition is stronger in export markets.....                    | q310b |
| c) Margins are bigger in domestic market.....                        | q310c |
| d) Labor or environmental standards are harder to meet.....          | q310d |
| e) Product quality standards are harder to meet .....                | q310e |
| f) Other.....(specify....._q310x_) .....                             | q310f |

**Supplies**

III.11. Please provide information on suppliers of the most important inputs that your establishment purchased during the fiscal year of 2001.

Production materials in order of importance (please enter the name of the inputs)	Total number of suppliers you use	If you use only 1 supplier, are there any other suppliers of this input in the market ? <i>Yes =1; No=2</i>	Number of suppliers that are subsidiaries or plants of your establishment
Input 1: _ q3111_____	q3111a	q3111b	q3111c
Input 2: _ q3112_____	q3112a	q3112b	q3112c

III.12. On average, how long has your plant done business with the major suppliers of its production materials?

Input 1  **Codes:** *Less than 1 year=1 1-2 years=2 2-3 years=3 3-4 years=4 >4 years=5*

Input 2  **Codes:** *Less than 1 year=1 1-2 years=2 2-3 years=3 3-4 years=4 >4 years=5*

III.13. For which of your major inputs does your plant usually pay cash on delivery?

Input 1  Input 2  **Codes:** *Yes=1 No=2*

III.14 Have you had disputes with clients such as a delay or suspension of payment, return shipment or cancellation of future shipments over the last 3 years? \_ q314\_\_\_\_\_ **Codes:** *Yes = 1, No = 2*

III.15 If YES, were any of these involved in resolving any of the disputes?

**Codes:** *Yes = 1, No = 2*

a) court .....	<input type="text" value="q315a"/>
b) business association.....	<input type="text" value="q315b"/>
c) arbitration agency.....	<input type="text" value="q315c"/>
d) other .....	<input type="text" value="q315d"/>

III. 16. What percentage of supplies you purchase are lower than expected quality? \_ q316\_\_\_\_\_%

III. 17. What percentage of the shipments you receive do you return because of inadequate quality? \_ q317\_\_%

III.18. Does your main supplier of these inputs manufacture them to your unique specification?

Input 1  **Codes:** *Yes=1 No=2*

Input 2  **Codes:** *Yes=1 No=2*

III.19. When you receive a new delivery from your main supplier, how much inventory of these inputs do you still have in stock, generally? (answer in number of days of production)

Input 1 \_ q3191\_\_\_\_\_ (days of production)

Input 2 \_ q3192\_\_\_\_\_ (days of production)



- III.20 Do you import inputs directly? q320 **Codes: Yes = 1, No = 2**
- III.21 How many days of inventory of your most important input or supply do you keep? \_ q321\_ days
- III.22 How many days of inventory of your most important product do you keep? \_ q322\_ days

**Trade credit**

- III.23 Do you purchase inputs on credit? q323 **Codes: Yes =1 No=2**
- III.24 If yes, what percent of your inputs are purchased on credit normally? \_ q324\_ %
- III.25 Considering all your trade creditors, what is the average term of a suppliers credit \_ q325\_ days
- III.26 When a supplier offers inputs on credit, is there a discount for spot payment of cash? q326  
**Codes: Yes=1, No=2**
- III.27 What would be the cash discount on a 30 days sale on credit? \_ q327\_ %
- III.28 What percent of your monthly sales is
- a) On full or partial advance payment \_ q328a\_ %
  - b) On cash \_ q328b\_ %
  - c) On credit \_ q328c\_ %
- 100 %

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**IV. INVESTMENT, TECHNOLOGY AND R&D**

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- IV.1. What share of your plant machinery and equipment is:
- a. <5 years old \_ q401a\_ %
  - b. 5-10 years old \_ q401b\_ %
  - c. 10-20 years old \_ q401c\_ %
  - d. >20 years old \_ q401d\_ %
- 100%
- IV.2 How much more (compared to now) could your establishment produce with your existing workers, buildings, machinery and equipment? \_ q402\_ %
- IV.3 When did you make your most recent purchase of machinery or equipment? \_ q403\_ Year
- IV.4 For your most recent major purchase of machinery and equipment, what was the rate of import duty paid? \_ q404\_ %
- IV.5 What was this machinery & equipment (*please describe*) \_\_\_\_\_ q405\_\_\_\_\_
- IV.6 What percent of your workforce regularly uses a computer in their jobs? \_ q406\_ %

**Introduction of new products.**

- IV.7 GARMENTS  
& TEXTILES → what proportion of your current designs were not available 2 years ago? \_ q407\_ %
- OTHER SECTORS → what proportion of your current products were not available 5 years ago?



IV.8 How many designs/products? \_\_\_ q408\_\_\_(number)

IV.9 GARMENTS & TEXTILES → Did this establishment employ staff exclusively for design in 2001?  
OTHER SECTORS → Did this establishment employ staff exclusively for doing R&D in 2001? \_\_\_ q409\_\_\_

Codes: YES=1 NO=2

IV.10 If yes, how many employees of your firm worked exclusively in design/R&D in 2001? \_q410(number)

IV.11. Did your establishment subcontract R&D projects to other companies or organizations? q411  
Codes: Yes=1 No=2

IV.12. ONLY FOR TEXTILES: What production process do you follow?

a. Spinning Mill	<span style="border: 1px solid black; padding: 2px;">q412a</span>	c. Composite Mill	<span style="border: 1px solid black; padding: 2px;">q412c</span>	Codes: Yes=1; No=2
b. Pure Weaving	<span style="border: 1px solid black; padding: 2px;">q412b</span>	d. Pure processing	<span style="border: 1px solid black; padding: 2px;">q412d</span>	

#### For garment producers only

IV.13a. How many men's woven shirts can you produce per machine operator in an 8- hour shift? \_ q413a\_\_\_(number)

IV.13b. How many men's woven jeans can you produce per machine operator in an 8- hour shift? \_q413b(number)

### V. FINANCE

V.1 Do you have an overdraft facility or line of credit? q501 Codes: Yes =1 ,No=2  
(If answer to question V.1 is "no", then go to question V.3)

V.2 For the most recent overdraft was collateral or a deposit required? q502  
Codes: Yes =1 No=2, N/A (no overdraft)

V.3 Last year 2001-02, how much external finance did you need for business (Rs 000) \_\_\_ q503\_\_\_\_\_

V.4 Of this amount in question V.3, how much was from

a. Banks, Working Capital	(Rs 000) ___ q504a_____
b. Banks & DFIs, Term Loans	(Rs 000) ___ q504b_____
c. Venture Capital	(Rs 000) ___ q504c_____
d. Private equity / Private placements	(Rs 000) ___ q504d_____
e. Public offer of equity	(Rs 000) ___ q504e_____

(If answer to question V.4a and V.4b is Zero or NA, then go to V.15)

V.5 If yes, how many loans? \_ q505\_\_\_

V.6 If yes, when did you get the latest loan? \_ q506\_ Year

V.7 Did the bank require collateral to extend this latest loan? q507 Codes: Yes=1, No=2





- V.8 If it did, what percent of the value of the loan (i. e. principal plus interest at maturity) was the value of the collateral? \_ q508\_ %
- V.9 What percent of the collateral was in immovable property? \_ q509\_ %
- V.10 For how long is the loan? \_ q510\_ years
- V.11 How much is the principal of the loan? \_q511\_ (Rs 000)
- V.12 What is the annual rate of interest on this loan at the moment? \_ q512\_ %
- V.13 What was the annual rate of interest initially? \_ q513\_ %
- V.14 How long did it take to get the loan from the time you applied for it? \_ q514\_ weeks
- V.15 If you do **not** have a bank loan, what is the reason? ..... q515

**Codes:** 1=Not applied for a bank loan (**Go to A**)

2=Application for (a) bank loan(s) was turned down (**Go to B**)

**A.** If you have *not applied for a bank loan* what is the reason?

**Codes:** Yes=1, No=2

- |   |        |
|---|--------|
| a) Do not need loans .....  | q515aa |
| b) Application procedures for bank loans are too cumbersome ..... | q515ab |
| c) Collateral requirements of bank loans are too stringent .....  | q515ac |
| d) Interest rates are too high.....                               | q515ad |
| e) Other.....   | q515ae |

**B.** If an *application for a loan was rejected*, what was the reason given to you when the last application was turned down the last time?

**Codes:** Yes=1, No=2

- |   |        |
|---|--------|
| a) lack of collateral .....                       | q515ba |
| b) incompleteness of application .....            | q515bb |
| c) perceived lack of feasibility of project ..... | q515bc |
| d) other .....                                    | q515bd |

- V.16 When was the application rejected? \_ q516\_ Year
- V.17 How long did it take the bank to reject the application from the time of submission? \_ q517\_ weeks
- V.18 How long does it take to clear the following payments through your financial institution?
- |                             | Days     | Charge (% of transaction) or | fee (Rs 000) |
|-----------------------------|----------|------------------------------|--------------|
| a) a check                  | _q518a1_ | _ q518a2_ %                  | _q518a3_     |
| b) a domestic currency wire | _q518b1_ | _ q518b2_ %                  | _q518b3_     |
| c) a foreign currency wire  | _q518c1_ | _ q518c2_ %                  | _q518c3_     |

## VI. INFRASTRUCTURE

VI.1 How many times during the last month did your establishment experience:

- |   |           |
|---|-----------|
| 1.power outages or surges from the public grid? | _q601a1_  |
| 2.insufficient water supply?                    | _ q601a2_ |
| 3.unavailable mainline telephone service?       | _ q601a3_ |
| 4.interruption in gas supplies (if any)         | _ q601a4_ |



VI.1b. What percent of your production or merchandise value is lost due to power outages or surges from the public grid? (Please include losses due to lost production time from the outage, time needed to reset machines, and production that may be ruined due to processes being interrupted.) \_q601b\_ %

VI.2 Does your establishment own or share a generator? \_q602\_ **Codes:** Yes = 1, No = 2

- a) If yes, what percentage of your electricity comes from your own or a shared generator? \_q602a\_ %
- b) If yes, what was the generator's initial cost? (Rs 000) \_q602b\_
- c) When did you acquire the generator? \_q602c\_ Year
- d) What is the generation capacity of the generator (in Kwh) \_q602d\_
- e) What is your average cost of a kilowatt-hour (Kwh) of electricity from your generator? \_q602e\_ Rs.
- f) What is your average cost of a kilowatt-hour (Kwh) of electricity the public grid? \_q602f\_ Rs.

VI.3. How many times per month are there interruptions to your water supply? \_q603\_ (times)

VI.4. Do you have your own well? q604 **Codes:** Yes=1 No=2

VI.5. On a scale of 1 to 10 (1 being worse and 10 being excellent), How would you rate the following infrastructural facilities.

- |   |       |
|---|-------|
| a) Quality of power .....                           | q605a |
| b) Availability of inland transport – Roadways .... | q605b |
| c) Availability of inland transport – Railways..... | q605c |
| d) Quality of telephone connection.....             | q605d |
| e) Access / connectivity to internet.....           | q605e |

VI.6 Does this establishment or the company it belongs to has a website? q606 **Codes:** Yes=1 No=2

VI.7 Does your enterprise regularly use the following in its interactions with clients and suppliers?

- |                   |       |             |
|-------------------|-------|-------------|
| 1. Email? .....   | q6071 | Yes=1, No=2 |
| 2. Website? ..... | q6072 | Yes=1, No=2 |

VI.8 New telephone connection

- a) When did you last get a new telephone connection? \_q608a\_ Year
- b) How long did it take to get this connection from the date of submission of application? \_q608b\_ days

VI.9 New electrical connection

- a) When did you last get a new electrical connection? \_q609a\_ Year
- b) How long did it take to get this connection from the date of submission of application \_q609b\_ days

## Law and Order

VI.10 Have you insured the following assets against the indicated hazards?

**Codes:** Yes = 1, No = 2, Not applicable=3

Hazards	i)Building	ii) Equipment & machinery	iii)Vehicles	iv) Inventory
a) Fire	q610a1	q610a2	q610a3	q610a4
b) Theft		q610b2	q610b3	q610b4
c)War damage	q610c1	q610c2	q610c3	q610c4
d)Natural disaster	q610d1	q610d2	q610d3	q610d4
e)Civil unrest	q610e1	q610e2	q610e3	q610e4
f)Other	q610f1	q610f2	q610f3	q610f4

VI.11 How much in total did you pay in insurance premium for your business for 2001? Rs. \_ q611\_

VI.12 How much in total did you pay in insurance premium for your business for 2000? Rs. \_ q612\_

VI.13 Are you satisfied with the law and order situation in the locality of your establishment? q613

**Codes:** Yes=1, No=2

VI.14 If no, what is the reason for your concern with the situation? Is it because the following crime is too common in the locality?

**Codes:** Yes=1, No=2

a) Petty theft .....	q614a
b) Arson .....	q614b
c) Intimidation of employees .....	q614c
d) Deliberate destruction of your business property .....	q614d
e) Extortion .....	q614e
f) Other.....	q614f

VI.15 If you are not satisfied with the law order situation in this locality, how do you cope with it?

**Codes:** Yes =1, No =2

a) by employing security guards .....	q615a
b) by using electronic and other security devices .....	q615b
c) by paying protection money to the police .....	q615c
d) by paying protection money to others .....	q615d
e) by purchasing insurance policy .....	q615e
f) other .....	q615f

VI.16 Has your business been a victim of the following crime in the past 12 months? **Codes:** Yes =1, No = 2

a) Petty theft .....	q616a
b) Arson .....	q616b
c) Intimidation of employees .....	q616c
d) Deliberate destruction of your business property .....	q616d
e) Extortion .....	q616e
f) Other.....	q616f

**VII. LABOR MARKET ISSUES**

VII.1. What kind of labor shift did this establishment follow in 2001? \_ q701\_

1. Single shift
2. Double shift
3. Triple shift
4. Other: \_\_\_\_\_ q701x\_\_\_\_\_

VII.2. How long was the length of each shift in 2001?

First shift \_ q702a\_ (hours)

Second shift \_ q702b\_ (hours)

Third shift \_ q702c\_ (hours)

VII.3. What fraction of workdays per year are lost due to worker absenteeism? \_\_q703\_%

VII.4. How many days in 2001 did your plant operate? \_\_q704\_ (number)

VII.5 What is your working hours per day \_ q705\_\_\_\_\_ hours

VII.6 Out of this working day, how many hours is the typical employee working? \_ q706\_ (number)

VII.7. Given your current level of output, if you were free to choose without restrictions your current level of employment what % of the current level would you choose? \_ q707\_%

VII.8 If the answer to question VII.7 is less than 100 percent, is the following part of the reason why you have more employees than you currently need? **Codes: Yes=1, No=2**

- |  |       |
|--|-------|
| a) Anticipation of an upturn in sales .....                | q708a |
| b) Laws and regulations regarding laying off workers ..... | q708b |
| c) Pressure from unions .....                              | q708c |
| d) Pressure from government or political groups .....      | q708d |
| e) Fear of social sanction .....                           | q708e |
| f) Other .....   | q708f |

VII.9. Do you face any constraints in labor contracting? \_q709\_ **Codes: YES=1 NO=2**

➔ VII.10. If YES, please list them in order of importance:

1. \_\_\_\_ q7101\_\_\_\_\_

2. \_\_\_\_ q7102\_\_\_\_\_

3. \_\_\_\_ q7103\_\_\_\_\_

VII.11 What percent of your employees are expatriates? \_ q711\_%



VII.12 How many days ago did you fill your most recent vacancy for a:

- i. Manager? \_q7121\_ days
- ii. skilled technician? \_q7122\_ days
- iii. production/service worker? \_q7123\_ days
- iv. non-production worker? \_q7124\_ days

VII.13 How much time did it take to fill your most recent vacancy for a:

- v. Manager? \_q713a\_ weeks
- vi. skilled technician? \_q713b\_ weeks
- vii. production/service worker? \_q713c\_ weeks
- viii. non-production worker? \_q713d\_ weeks

## VIII. BUSINESS AND GOVERNMENT

### Expectations:

VIII.1 What is your estimate of the following variables at the end of October 2003?	At the end of October 2003	
	Minimum	Maximum
a. The % growth of the annual sales of <i>your establishment</i> relative to the end of October 2002	q801a1	q801a2
b. The % growth of the average price of your establishment's main output relative to that of end of October 2002	q801b1	q801b2
c. The rate of inflation	q801c1	q801c2
d. The average bank borrowing rate	q801d1	q801d2
e. The exchange rate of the Rupee against the US dollar	q801e1	q801e2

### For garment producers only

VIII.2 How is the firm planning 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**

- 1. Increase capacity ..... q8021
- 2. Increase utilization of existing capacity ..... q8022
- 3. Buy or enter into some kind of production arrangement with a foreign/domestic company.... q8023
- 4. Haven't factored these events into future plans yet ..... q8024
- 5. Unaware about any phase-out or de-reservation issue ..... q8025

**Membership in Business Associations**

VIII.3. Is your firm a member of a producer or trade association?

q803

Codes: YES=1 NO=2

VIII.4. 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 .....
- b) existing associations provide no tangible benefits to their members .....
- c) your firm's membership was not renewed .....
- d) membership fee is too expensive .....

q804a

q804b

q804c

q804d

VIII.5 How many such associations does your firm or its owner or manager belong to? \_ q805\_ (number)

VIII.6 Which functions does the principal association that you belong to perform?

Codes: q806a No=2

- a) helps members get access to credit .....
- b) helps members acquire important inputs .....
- c) helps members get market information .....
- d) defines standards and/or monitors quality and performance .....
- e) accredits members to suppliers or customers .....
- f) helps resolve disputes .....
- g) representation of members' views and concerns to the Government .....

q806b

q806c

q806d

q806e

q806f

q806g

VIII.7. Does this association include any of the following as members? Codes: Yes=1 No=2

- a) this establishment's suppliers .....
- b) this establishment's customers .....
- c) this establishment's competitors .....
- d) financial institutions .....

q807a

q807b

q807c

q807d

VIII.8. What fee does this establishment pay to this association?

Codes: Yes=1; No=2

- a) a fixed fee.....
- b) a percent of this establishment's profits .....
- c) a percent of this establishment's revenues .....
- d) other; please specify \_q808x\_\_\_\_\_ .....

q808a

q808b

q808c

q808d

**Regulation**VIII.9. What fraction of the sales of *this establishment* are to the government or to state-owned enterprises?

\_ q809\_ %

VIII.9b. What percentage of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?

\_ q809b\_ %

## VIII.10. Consider the various licenses, permits and regulatory requirements

		Central govt.	State govt.	Independent government agencies
1. How many times did inspectors visit your plant last year (2001)?	a) Tax regulation			
	sales tax	q8101a1a	q8101a1b	q8101a1c
	income tax	q8101a2a	q8101a2b	q8101a2c
	customs duty	q8101a3a	q8101a3b	q8101a3c
	excise duty	q8101a4a	q8101a4b	q8101a4c
	b) Labor & social security	q8101ba	q8101bb	q8101bc
	c) Fire & Building safety	q8101ca	q8101cb	q8101cc
	d) Environment	q8101da	q8101db	q8101dc
	e) All others	q8101ea	q8101eb	q8101ec
2. How many days did inspectors or regulators?	you spend with	q8102a	q8102b	q8102c
3. Last year, in what % of these visits, did the officials demand gifts, bribes, etc.		q8103a	q8103b	q8103c
4. Total gifts, bribes, etc. paid (Rs)		q8104a	q8104b	q8104c

## VIII.11 Which type of officials demand unofficial payments frequently? (list in order of frequency)

- |                    |                    |
|--------------------|--------------------|
| 1. ____ q8111_____ | 2. ____ q8112_____ |
| 3. ____ q8113_____ | 4. ____ q8114_____ |
| 5. ____ q8115_____ | 6. ____ q8116_____ |
| 7. ____ q8117_____ | 8. ____ q8118_____ |

VIII.12 Do officials demand multiple unofficial payments for the same service q812 **Codes:** Yes=1 No=2

## VIII.13 If the answer to the question VIII.12 is 'yes', which departments ?

- |                    |                    |
|--------------------|--------------------|
| 1. ____ q8131_____ | 2. ____ q8132_____ |
| 3. ____ q8133_____ | 4. ____ q8134_____ |
| 5. ____ q8135_____ | 6. ____ q8136_____ |

VIII.14 Do the number of visits reduce if the unofficial payments are made q814 **Codes:** Yes=1 No=2

VIII.15 If yes, by what % does these visits *decrease* by

	Visits	Time spent
a) Tax regulation		
sales tax	q815a1a	q815a1b
income tax	q815a2a	q815a2b
customs duty	q815a3a	q815a3b
excise duty	q815a4a	q815a4b
b) Labor & social security	q815ba	q815bb
c) Fire & Building safety	q815ca	q815cb
d) Environment	q815da	q815db
e) All others	q815ea	q815eb

## VIII.16 How many licenses/permits the firm has to renew each year \_\_\_\_ q816\_\_\_\_

VIII.17 How many legal cases between the firm and the government/FIs are pending in the court?

- a. state government                      \_\_ q817a\_\_  
b. central government                    \_\_ q817b\_\_  
c. financial institutions                \_\_ q817c\_\_

VIII.18. Did your firm use facilitators, consultants, or one or more employees to help deal with permits or licenses?

q818 **Codes:** Yes=1 No=2

VIII. 19. At what cost or salary?                \_\_ q819\_\_ (thousand Rupees)

### Customs and Export Facilities

VIII.20 Facility	i) Are you currently using or benefiting from this facility? 1=Yes 2=No	ii) For how many years have used this facility? (Number of years)	iii) Where applicable, how long was the maximum delay you experienced in receiving this benefit? (Number of months)
a)Customs duty drawback	q820a1	q820a2	q820a3
b)Export rebate	q820b1	q820b2	q820b3
c)Sales tax refunds	q820c1	q820c2	q820c3
d)Bonded warehouse or similar scheme	q820d1	q820d2	
e)Export Processing Zone	q820e1	q820e2	
f)Income tax holiday	q820f1	q820f2	q820f3
g)Export credit facility	q820g1	q820g2	q820g3

VIII.21. What is the extent to which the following negatively impacts on your firms' operations and profitability? (NOTE: As regards Customs clearance, this is referring to transaction costs, not to the level of import duties and taxes)	Evaluation : 0=not applicable 1= no problem 2=minor problem 3=moderate problem 4=major problem
Delays due to customs clearance and procedures for imports	q821a
Delays due to customs clearance and procedures for exports	q821b
Port (including airport) operations and administration	q821c
Availability, cost and efficiency of international shipping services	q821d
Availability, cost and efficiency of international airport and air services	q821e
Domestic administration of MFA quotas	q821f

VIII.22. Did you pay demurrages last year? If yes, how much did you pay as % of total consignment \_ q822\_





VIII.23. How many days did it take for your last consignment of a major input to clear custom? \_ q823\_(days)

VIII.24 In the last year, what was the longest delay that a consignment of a major input experienced before clearing customs? \_ q824\_(days)

VIII.25. How many days did it take for your last shipment of exports to clear custom? \_ q825\_(days)

VIII.26 In the last year, what was the longest delay that a shipment of exports experienced before clearing customs? \_ q826\_(days)

## IX. LOCATION

IX.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	3. Is this state better, worse or the same as your state with respect:  <i>Code: better = 1; same = 2; worse = 3; Not applicable = 4</i>					
			A. Labor relations	B. Hassles with local Govt. Officials	C. Power supply	D. Transport and delivery time	E. Telecom	F. Law and order
1. Andhra Prad	q901a1	q901b1	q901c1a	q901c1b	q901c1c	q901c1d	q901c1e	q901c1f
2. Delhi	q901a2	q901b2	q901c2a	q901c2b	q901c2c	q901c2d	q901c2e	q901c2f
3. Gujarat	q901a3	q901b3	q901c3a	q901c3b	q901c3c	q901c3d	q901c3e	q901c3f
4. Haryana	q901a4	q901b4	q901c4a	q901c4b	q901c4c	q901c4d	q901c4e	q901c4f
5. Karnataka	q901a5	q901b5	q901c5a	q901c5b	q901c5c	q901c5d	q901c5e	q901c5f
6. Kerala	q901a6	q901b6	q901c6a	q901c6b	q901c6c	q901c6d	q901c6e	q901c6f
7. Madhya Pra.	q901a7	q901b7	q901c7a	q901c7b	q901c7c	q901c7d	q901c7e	q901c7f
8. Maharashtra	q901a8	q901b8	q901c8a	q901c8b	q901c8c	q901c8d	q901c8e	q901c8f
9. Punjab	q901a9	q901b9	q901c9a	q901c9b	q901c9c	q901c9d	q901c9e	q901c9f
10. Tamil Nad	q901a10	q901b10	q901c10a	q901c10b	q901c10c	q901c10d	q901c10e	q901c10f
11. Uttar Prad.	q901a11	q901b11	q901c11a	q901c11b	q901c11c	q901c11d	q901c11e	q901c11f
12.W Bengal	q901a12	q901b12	q901c12a	q901c12b	q901c12c	q901c12d	q901c12e	q901c12f

IX.2. Which state has the best business environment? Name of state \_\_\_\_ q902\_\_\_\_\_

IX.3. By what percent would your cost of production be cut if you were based in that state? \_\_ q903\_\_\_\_\_%

IX.4. Which state has the worst business environment? Name of state \_\_\_\_\_ q904\_\_\_\_\_

IX.5 By what percent would your cost of production rise if you were based in that state? \_ q905\_\_\_\_\_%

IX.6 Why did the establishment choose to be located in the particular state? Is it because: **Use Codes: Yes=1 No=2**

1. The owner(s) / major shareholder(s) are from that state? .....	q9061
2. The state has certain key natural resources which the firm uses as raw materials .....	q9062
3. The state government gave concessions and benefits which made it more attractive to locate there ...	q9063
4. The state was chosen based on a location feasibility report ( and after comparison across other states)	q9064
5. Other factors .....	q9065

IX.7 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

	<u>Codes</u>	<u>No Problem</u>	<u>Degree of Obstacle</u>			
A. Telecommunications	_q907a_	0	1	2	3	4
B. Electricity	_q907b_	0	1	2	3	4
C. Transportation	_q907c_	0	1	2	3	4
D. Access to Land	_q907d_	0	1	2	3	4
E. Tax rates	_q907e_	0	1	2	3	4
F. Tax administration	_q907f_	0	1	2	3	4
G. Customs and Trade Regulations	_q907g_	0	1	2	3	4
H. Labor Regulations	_q907h_	0	1	2	3	4
I. Skills and Education of Available Workers	_q907i_	0	1	2	3	4
J. Business Licensing and Operating Permits	_q907j_	0	1	2	3	4
K. Access to Financing (e.g. collateral)	_q907k_	0	1	2	3	4
L. Cost of Financing (e.g. interest rates)	_q907l_	0	1	2	3	4
M. Economic and Regulatory Policy Uncertainty	_q907m_	0	1	2	3	4
N. Macroeconomic Instability (inflation, exchange rate)	_q907n_	0	1	2	3	4
O. Corruption	_q907o_	0	1	2	3	4
P. Crime, theft and disorder	_q907p_	0	1	2	3	4
Q. Anti-competitive or informal practices	_q907q_	0	1	2	3	4

IX.8 How would you generally rate the efficiency of government in delivering services (e.g. public utilities, public transportation, security, education and health etc.). Would you rate it as (*read 1-6*)?

**Codes:**

1. Very inefficient

2. Inefficient

3. Somewhat inefficient

4. Somewhat inefficient

5. Efficient

6. Very Efficient

q908

IX.9 "In general, government officials' interpretations of regulations affecting my establishment are consistent and predictable." To what extent do you agree with this statement? Do you (*read 1-6*)?

**Codes:**

6. Fully agree

5. Agree in most cases

4. Tend to agree

3. Tend to disagree

2. Disagree in most cases

1. Fully disagree

q909

IX.10 "I am confident that the judicial system will enforce my contractual and property rights in business disputes." To what degree do you agree with this statement? Do you (*read 1-6*)?

**Codes:**

1. Fully agree

2. Agree in most cases

3. Tend to agree

4. Tend to disagree

5. Disagree in most cases

6. Fully disagree

q910



## Firm Analysis and Competitiveness Survey of India – 2002

### 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\_\_

**Codes:**

Ahmedabad = 01	Guntur = 15	Nashik = 29
Bangalore = 02	Viskhapatnam = 16	Thane = 30
Calcuta = 03	Surat = 17	Jalandhar = 31
Chandigarh = 04	Vadodara = 18	Ludhiana = 32
Chennai = 05	Gurgaon = 19	Coimbatore = 33
Cochin = 06	Faridabad = 20	Hosur = 34
Delhi = 07	Panipat = 21	Madurai = 35
Hyderabad = 08	Hubli-Dharwad = 22	Ghaziabad = 36
Kanpur = 09	Calicut = 23	NOIDA = 37
Mumbai = 10	Palakkad = 24	Shahjahanpur -
Pune = 11	Bhopal = 25	Lakimpur = 38
Mysore = 12	Gwalior = 26	Howrah = 39
Vijayawada = 13	Indore = 27	Mangalore = 40
Lucknow = 14	Nagpur = 28	

0.2 INDUSTRY \_\_code2\_\_

0.4. Name of Interviewer \_\_code4\_\_

<b>Codes:</b> 01 = Garments	04 = Electronics	07 = Auto components	10 = Sugar	15 = Metal
02 = Textiles	05 = Elec. White Goods	08 = Software	11 = Food processing	
03 = Drugs & Pharma	06 = Machine Tools	09 = Leather & Leather Products	12 = Chemicals	

.5. Enumeration validated by \_\_code5\_\_

**X. PRODUCTS AND INPUTS**

X.1. Please provide the following information on the three most important products of *your plant* in the fiscal year of 2001.

(Note: please indicate only one product for each row)

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>
1. qx01a1	qx01b1	qx01c1	qx01d1	qx01e1	qx01f1	qx01g1	qx01h1
2. qx01a2	qx01b2	qx01c2	qx01d2	qx01e2	qx01f2	qx01g2	qx01h2
3. qx01a3	qx01b3	qx01c3	qx01d3	qx01e3	qx01f3	qx01g3	qx01h3

X.2. Please provide the following information on the three most important products of *your plant* in the fiscal year of 2000.

(Note: please indicate only one product for each row)

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>
1. qx02a1	qx02b1	qx02c1	qx02d1	qx02e1	qx02f1	qx02g1	qx02h1
2. qx02a2	qx02b2	qx02c2	qx02d2	qx02e2	qx02f2	qx02g2	qx02h2
3. qx02a3	qx02b3	qx02c3	qx02d3	qx02e3	qx02f3	qx02g3	qx02h3

X.3. Please provide the following information on the three most important raw materials (in terms of value) of *your plant* in the fiscal year of 2001. (Note: please indicate only one input for each row)

Raw material description	Unit	Quantity purchased (total including imports)	Quantity imported (total)	Value of purchases Including imports (Rs.000s)	Value of imports (Rs.000s)
1. qx03a1	qx03b1	qx03c1	qx03d1	qx03e1	qx03f1
2. qx03a2	qx03b2	qx03c2	qx03d2	qx03e2	qx03f2
3. qx03a3	qx03b3	qx03c3	qx03d3	qx03e3	qx03f3



X.4. Please provide the following information on the three most important raw materials (in terms of value) of **your plant** in the fiscal year of 2000. (Note: please indicate only one input for each row)

Raw material description	Unit	Quantity purchased (total including imports)	Quantity imported (total)	Value of purchases including imports (Rs.000s)	Value of imports (Rs.000s)
1. qx04a1	qx04b1	qx04c1	qx04d1	qx04e1	qx04f1
2. qx04a2	qx04b2	qx04c2	qx04d2	qx04e2	qx04f2
3. qx04a3	qx04b3	qx04c3	qx04d3	qx04e3	qx04f3

X.5. 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?
	2001	2000	(year)
a. West Europe .....	qx05a1 %	qx05a2 %	qx05a3
b. East Europe .....	qx05b1 %	qx05b2 %	qx05b3
c. North America (USA & Canada)	qx05c1 %	qx05c2 %	qx05c3
d. China .....	qx05d1 %	qx05d2 %	qx05d3
e. rest of Asia (excl. China) .....	qx05e1 %	qx05e2 %	qx05e3
f. local traders (Indian Importers) ...	qx05f1 %	qx05f2 %	qx05f3
g. others specify.....	qx05g1 %	qx05g2 %	qx05g3
TOTAL	100%	100%	

X.6. Approximately what per cent of annual purchases of raw materials by **your plant** was from the following sources in...?

	2001	2000
a. Produced domestically by other divisions of your company ...	qx06a1 %	qx06a2 %
b. Produced domestically by other companies .....	qx06b1 %	qx06b2 %
c. Produced abroad (imported raw materials) .....	qx06c1 %	qx06c2 %
Total	100 %	100%

X. 7. What % of annual sales has been sold to

	2001	2000
a. other divisions of your company ...	qx07a1 %	qx07a2 %
b. other companies domestically.....	qx07b1 %	qx07b2 %
c. abroad (exports) .....	qx07c1 %	qx07c2 %
Total	100 %	100%



X.8. What per cent of **your plant's** sales revenue was from exports during the fiscal year of ...? (NA for non-exporters)

	2001	2000	1999
Direct Export .....	qx08a1 %	qx08a2 %	qx08a3 %
Indirect Export (through distributor)	qx08b1 %	qx08b2 %	qx08b3 %
	100%	100%	100%

X.9. 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?
	2001	2000	Year
a. West Europe .....	qx09a1 %	qx09a2 %	qx09a3
b. East Europe .....	qx09b1 %	qx09b2 %	qx09b3
c. North America (USA & Canada) .....	qx09c1 %	qx09c2 %	qx09c3
d. Russia & Former Soviet Union countries	qx09d1 %	qx09d2 %	qx09d3
e. China .....	qx09e1 %	qx09e2 %	qx09e3
f. rest of Asia (excluding China) .....	qx09f1 %	qx09f2 %	qx09f3
g. others specify.....	qx09g1 %	qx09g2 %	qx09g3
TOTAL	100%	100%	

**XI. CORPORATE FINANCE**

<b>Cost of Production</b>			
XI.1. Sales and expenses for the fiscal years of 1999, 2000 and 2001.	Value in (Rs.000s)		
	2001	2000	1999
Total Value of Production	qx101a1	qx101b1	qx101c1
Direct Material Costs	qx101a2	qx101b2	qx101c2
Total sales.....	qx101a3	qx101b3	qx101c3
Purchases of materials excluding fuel .....	qx101a4	qx101b4	qx101c4
Consumption of energy :	qx101a5	qx101b5	qx101c5
Electricity .....	qx101a6	qx101b6	qx101c6
Other .....	qx101a7	qx101b7	qx101c7
Manpower costs:	qx101a8	qx101b8	qx101c8
Wages and salaries .....	qx101a9	qx101b9	qx101c9
Allowances, bonuses and other benefits .....	qx101a10	qx101b10	qx101c10
Interest charges and financial fees .....	qx101a11	qx101b11	qx101c11
Selling (or marketing) and general administration expenses (SGA) .....	qx101a12	qx101b12	qx101c12
Other costs (i.e.: overhead expenses, design dept., etc.)	qx101a13	qx101b13	qx101c13

XI.2. What was *your plant's* sales revenue in Rs.(000s) for the fiscal year of

(a) 1996? (five years ago)

qx102a

(b) 1991 ? (ten years ago)

qx102b

XI.3. How much did the following cost *your plant* in Rs.(000s) during the fiscal year of ...?

- Rent for machinery and equipment  
(if owned, please enter value of depreciation)
- Rent for land or buildings  
(if owned, please enter value of depreciation)
- Transport services (freight outward)
- Telecommunication costs (telephone, postal serv., etc)
- Traveling (for employees) .....
- Royalty or license fee to domestic companies .....

2001	2000
qx103a1	qx103a2
qx103b1	qx103b2
qx103c1	qx103c2
qx103d1	qx103d2
qx103e1	qx103e2
qx103f1	qx103f2





g. Royalty or license fee to foreign owned companies .

qx103g1

qx103g2

## XI.4 Machinery &amp; equipment:

a) What would be the cost of replacing all your machinery and equipment at the end of 2001 by acquiring new machines? \_ qx104a\_\_ (Rs.000s)

b) How much would you get if you sold all your machinery and equipment at the end of 2001? \_\_ qx104b\_\_ (Rs.000s)

XI.5. What would be the cost of replacing all your business premises or leasehold at the end of 2001? \_\_ qx105\_\_ (Rs.000s)

XI.6. What is the estimated annual market rent that **your plant** would have paid for its business premises in 2001?\_\_ qx106\_\_ (Rs.000s)XI.7. How much did your plant spend on design or R&D in 2001? [*Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.*] \_\_ qx107\_\_ (Rs.000s)XI.8. How much did **your plant** spend on additional machinery, equipment, vehicles, land and buildings in the fiscal year of...?

	2001		2000		1999	
	Amount (Rs.000s)	of which % imported	amount (Rs.000s)	of which % imported	amount (Rs.000s)	of which % imported
a) New machinery and equipment .....	qx108a1	qx108a2%	qx108a3	qx108a4%	qx108a5	qx108a6%
b) Second hand machinery and equipment .....	qx108b1	qx108b2%	qx108b3	qx108b4%	qx108b5	qx108b6%
c) Land and buildings and improvement in leasehold .....	qx108c1		qx108c3		qx108c5	
d) New vehicles .....	qx108d1	qx108d2%	qx108d3	qx108d4%	qx108d5	qx108d6%
e) Second hand vehicles .....	qx108e1	qx108e2%	qx108e3	qx108e4%	qx108e5	qx108e6%

XI.9. Did you sell any equipment or property during the fiscal year of \_\_\_?

Value sold in Rs. (000s) of

- a) New machinery and equipment .....
- b) Land and buildings or leasehold .....
- c) Vehicles .....

	2001	2000	1999
a) New machinery and equipment .....	qx109a1	qx109a2	qx109a3
b) Land and buildings or leasehold .....	qx109b1	qx109b2	qx109b3
c) Vehicles .....	qx109c1	qx109c2	qx109c3



Balance Sheet Items			
XI.10.	Value in Rs (000s) as of end of the fiscal year of		
	2001	2000	1999
Total Assets .....	qx110a1	qx110b1	qx110c1
Property, Plant and Equipment:	qx110a2	qx110b2	qx110c2
Gross Block (Acquisition cost)	qx110a3	qx110b3	qx110c3
Machinery and equipment (including transport) .	qx110a4	qx110b4	qx110c4
Land, buildings and leasehold improvement .....	qx110a5	qx110b5	qx110c5
Net Block (Net book value)	qx110a6	qx110b6	qx110c6
Machinery and equipment (including transport)	qx110a7	qx110b7	qx110c7
Land, buildings and leasehold improvement ..	qx110a8	qx110b8	qx110c8
Current Assets:	qx110a9	qx110b9	qx110c9
Inventories and stocks	qx110a10	qx110b10	qx110c10
Finished goods .....	qx110a11	qx110b11	qx110c11
Work-in-progress .....	qx110a12	qx110b12	qx110c12
Raw materials excluding fuel .....	qx110a13	qx110b13	qx110c13
Fuel .....	qx110a14	qx110b14	qx110c14
Accounts receivable .....	qx110a15	qx110b15	qx110c15
Cash on hand and in bank .....	qx110a16	qx110b16	qx110c16
Loan advances and deposits (for custom, electricity, etc.)	qx110a17	qx110b17	qx110c17
Deferred revenue expenses .....	qx110a18	qx110b18	qx110c18
XI.11.	Value in Rs (000s) as of end of the fiscal year of		
	2001	2000	1999
Total liabilities .....	qx111a1	qx111b1	qx111c1
Long-term liabilities (i.e., more than one year )	qx111a2	qx111b2	qx111c2
Domestic currency denominated .....	qx111a3	qx111b3	qx111c3
Foreign currency denominated .....	qx111a4	qx111b4	qx111c4
Short-term liabilities (i.e. one year or less)	qx111a5	qx111b5	qx111c5
Domestic currency denominated .....	qx111a6	qx111b6	qx111c6
Of which: payables .....	qx111a7	qx111b7	qx111c7
Foreign currency denominated .....	qx111a8	qx111b8	qx111c8
Of which: payables .....	qx111a9	qx111b9	qx111c9
Stockholders Equity	qx111a10	qx111b10	qx111c10
Share Capital (Equity) .....	qx111a11	qx111b11	qx111c11
Reserves and Surplus (Retained Earnings) .....	qx111a12	qx111b12	qx111c12



XI.12. What is the average interest rate for each category of your plant's liabilities?

	Domestic	Foreign
Short term liabilities	_qx112a1_ %	_qx112a2_ %
Long term liabilities	_qx112b1_ %	_qx112b2_ %

## XII LABOR AND HUMAN RESOURCES

**Please use the following definitions in this section.**

- Management** Persons making management decisions. Please exclude those involved only in shop floor supervision.
- Professionals:** Trained and certified specialists outside of management such as engineers, accountants and chemists.
- Production worker:** Those person involved in production processes or direct or supervision of such processes.
- Non-production worker:** Support, administrative, sales workers not included in management or among professionals.
- Temporary workers** = all (paid) short term( i.e. for less than a year) employees with no guarantee of renewal of employment contract.
- Permanent workers** = all paid workers that are not temporary.

XII.1. How many workers in total were employed in this establishment at the end of...? 2001 \_qx201a\_\_\_\_(number)  
 2000 \_qx201b\_\_\_\_(number)  
 1999 \_qx201c\_\_\_\_(number)

XII.2. Does your plant employ temporary workers?\_qx202\_\_ Code: Yes=1 No=2

XII.3. If yes, how many temporary employees did you have at the end of 2001? \_qx203\_\_ (number)

XII.4 What percent of the workforce at your establishment have the following education levels:

- |   |            |
|---|------------|
| a. Did not complete primary school        | _qx204a_ % |
| b. Completed primary schooling only       | _qx204b_ % |
| c. Some secondary school/Matriculation    | _qx204c_ % |
| d. Higher secondary school/FA FSc/Diploma | _qx204d_ % |
| e. Some university or higher              | _qx204e_ % |
|   | 100%       |



The following table refers to all employees of your plant

XII.5.	Management	Professionals	Production Workers	Non-production workers	Total (Note: shaded cells should equal to XII.1)
Number of workers at the end of the fiscal year of 2001	qx205a1	qx205a2	qx205a3	qx205a4	
of which Female	qx205b1	qx205b2	qx205b3	qx205b4	qx205b5
Number of workers at the end of the fiscal year of 2000	qx205c1	qx205c2	qx205c3	qx205c4	

XII.6. How many new employees did you hire in 2001? \_ qx206\_ (number)

XII.7. How many employees retired in 2001? \_ qx207\_ (number)

XII.8. How many employees were dismissed or laid off in 2001? \_ qx208\_ (number)

XII.9. How many employees resigned in 2001? \_ qx209\_ (number)

XII.10. How many employees left for other reasons 2001? \_ qx210\_ (number)

Please provide the cost to **your plant** of the following for the fiscal year of 2001 by the indicated group of workers (values in Rs.000s)

XII.11.	Management	Professionals	Production Workers	Non-production workers	Total
1.Total Wages and Salaries .....	qx211a1a	qx211b1a	qx211c1a	qx211d1a	qx211e1a
Of which over-time pay .....	qx211a1b	qx211b1b	qx211c1b	qx211d1b	qx211e1b
2.Bonuses .....	qx211a2	qx211b2	qx211c2	qx211d2	qx211e2
3. Other benefits (social security*, education, food, transport, etc.) ..	qx211a3	qx211b3	qx211c3	qx211d3	qx211e3
Total compensation =1+2+3.....	qx211a4	qx211b4	qx211c4	qx211d4	qx211e4

\* i.e. pensions, medical insurance and unemployment insurance.

XII.12. Are any of your employees members of a trade union? \_ qx212\_\_\_ Code: Yes=1 No=2

XII.13. What percentage of your plant's employees belong to a trade union? \_ qx213\_%

XII.14. Please provide the following information on the movement of employees of your plant during 2001 between positions?

- How many unskilled production workers moved to skilled -production positions? \_ qx214a\_ (number)
- How many skilled production workers moved to professional positions? \_ qx214b\_ (number)
- How many professionals were promoted to management positions? \_qx214c\_ (number)



XII.15. What % of the wage bill for production workers in 2001 was calculated piece rate? \_ qx215\_

### Human Capital Stock and Acquisition

XII.16. For people *your plant* employ full time at the end of the fiscal year of 2001 please give us an estimate of the following:

	Management	Professionals (Engineers/ Accountants)	Production Workers	Non-production workers
Average number of years of education	qx216a1	qx216a2	qx216a3	qx216a4
Average tenure (in years)	qx216b1	qx216b2	qx216b3	qx216b4
Average Age .....	qx216c1	qx216c2	qx216c3	qx216c4

XII.17. Did you sponsor formal training programs for employees of this plant during the fiscal year of 2001? \_ qx217\_ Yes=1, No=2

XII.18. *If Yes*, please give the following information on the programs:

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers
How many people were trained in these programs?	qx218a1	qx218a2	qx218a3	qx218a4	qx218a5
What were the total person-weeks of training?	qx218b1	qx218b2	qx218b3	qx218b4	qx218b5

XII.19. Where did your employees receive formal outside training in 2001? *Code: Yes=1 No=2*

1. University \_ qx2191\_
2. Partners \_ qx2192\_
3. Government institutes \_ qx2193\_
4. Private training schools \_ qx2194\_
5. Vocational/technical schools \_ qx2195\_
6. In-house \_ qx2196\_

XII.20. How much did you spend on outside training in 2001? \_ qx220\_\_\_ Rs (000s)

**THIS IS THE END OF PART II OF THE QUESTIONNAIRE**