

SERIAL NUMBER



**PAKISTAN:
INVESTMENT CLIMATE SURVEY II
QUESTIONNAIRE FOR MANUFACTURING SECTOR
ESTABLISHMENTS**

August, 2006

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A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

PA.0. ESTABLISHMENT ID code

PA.1. Was this establishment surveyed during the previous ICS (2002)? (Yes=1 NO=2)

A.2. Region/City

	Sampling Region
Karachi	1
Lahore	2
Sheikhupura	3
Sialkot	4
Faisalabad	5
Gujranwala	6
Wazirabad	7
Islamabad/Rawalpindi	8
Sukkur	9
Hyderabad	10
Quetta	11
Peshawar	12
Hub	13

A.4 Industry

	Sample Industry a4a	Screener Industry a4b
Manufacturing	Food	1
	Garments	2
	Textiles	3
	Machinery & equipment	4
	Chemicals	5
	Electronics	6
	Non-metallic minerals	7
	Leather & Leather products	8
	Other Manufacturing (Specify) _____	9

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

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

ESTABLISHMENT Name:

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

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.8 Type of establishment a8

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
A firm on its own	5

A.9 Establishment financial statements prepared separately of HQ statements a9

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code (Name) a12

A.13 Supervisor code (Name) a13

RESPONDENT'S Title:

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

Date (mm/dd)	Hour	Minutes	AM/PM

a14

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

INTERVIEWER: READ THE FOLLOWING IF ESTABLISHMENT IS PART OF A LARGER FIRM. We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

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

a. Publicly listed company	1
b. Private held, limited company	2
c. Sole proprietorship	4
d. Partnership	5
e. Cooperative	6
f. Other (SPECIFY)	7

b1

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

	Percent
a. Private domestic individuals, companies or organizations	%
b. Private foreign individuals, companies or organizations	%
c. Government/State	%
d. Other	%
100%	

b2a

b2b

b2c

b2d

INTERVIEWER: CHECK TOTAL SUMS TO 100%

B.3 What percent of this firm does the largest shareholder(s) own?

	Percent
Percent held by largest shareholder	

b3

B.3B Is the principal owner (or one of the principal owners) also the general manager/director?

Yes	1
No	2

Pb3

B.4 Are any of the principal owners female?

Yes	1
No	2
Don't know	-9

b4

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

I want to proceed by asking you about the establishment; when it started operations, management's experience in this sector, and quality certifications it may have obtained.

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

	Year
Year establishment began operations	

b5

B.6 How many full-time employees did this establishment employ when it started operations?

	Number
Full-time employees at start-up	

b6

B.7 How many years of experience working in this sector does the top manager have?

	Years
Manager's experience in sector	

b7

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

B.8 Does this establishment have an internationally-recognized quality certification?

INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000.

Yes	1
No	2
Still in process	-6

b8

B.8a Is this establishment located in an industrial estate (zone) or industrial park?

Yes	1
No	2

pb8a

B.8b What is the highest level of education completed by the top manager?

Highest education level of top manager **pb8B**

Less than secondary school	1
Secondary School	2
Higher Secondary School (Intermediate/A' levels)	3
Graduate degree (BA, BSC etc.)	4
Masters of Business Administration (MBA) from university in this country	5
Masters of Business Administration (MBA) from university in another country	6
Other post graduate degree (PhD, Masters) from university in this country	7
Other post graduate degree (PhD, Masters) from university in another country	8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations in fiscal year 2005/2006.

The questions that follow assess how infrastructure and infrastructure services affect this establishment.

C.1 In fiscal year 2005/2006, did this establishment use its own transport to make shipments to its customers?

Yes	1	GO TO QUESTION C.3 GO TO QUESTION C.3
No	2	
Don't know	-9	

c1

C.2 In fiscal year 2005/2006, what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport?

	Percent	
Percent shipped with own transport		c2

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

Yes	1	GO TO QUESTION C.6 GO TO QUESTION C.6
No	2	
Don't know	-9	

c3

C.4 In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days	
Wait for electrical connection		c4

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6**

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

Yes	1
No	2
Don't know	-9

c5

C.6 Over fiscal year **2005/2006** did this establishment experience power outages?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

C.7 In a typical month, over fiscal year **2005/2006** how many power outages did this establishment experience?

	Incidents per month
Average number of power outages	

c7 IF 0, GO TO QUESTION C.10

C.8 How long did the average power outage last?

	Hours
Average duration of power outage	

c8

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

C.9 Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages?

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

c9a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	PKR
Total annual losses due to power outages	

c9b

INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0

C.10 Over the course of fiscal year **2005/2006** did this establishment own or share a generator?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.12

GO TO QUESTION C.12

c10

C.11 In fiscal year **2005/2006**, what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percent electricity from generators	

c11

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

Yes	1	GO TO QUESTION C.15 GO TO QUESTION C.15
No	2	
Don't know	-9	

c12

C.13 In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for water connection	

c13

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
INTERVIEWER: IF STILL IN PROCESS, WRITE -6

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

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

c14

C.15 Over fiscal year **2005/2006**, did this establishment experience insufficient water supply for production?

Yes	1	GO TO QUESTION C.18 GO TO QUESTION C.18
No	2	
Don't know	-9	

c15

C.16 In a typical month, over fiscal year **2005/2006**, how many incidents of water shortages does this establishment experience?

	Incidents per month
Average number of water shortages	

C16 IF 0, GO TO QUESTION C.18

C.17 In a typical month, over fiscal year **2005/2006**, if this establishment experienced insufficient water supply for production, how long did the average water shortage last?

	Hours	
Average duration of water shortage		c17

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

C.18 In fiscal year **2005/2006**, what percent of this establishment's water supply, used in the production process, was from public sources?

	Percent	
Water from public sources		c18

INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0

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

Yes	1	GO TO QUESTION C.22
No	2	
Don't know	-9	GO TO QUESTION C.22
		c19

C.20 In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days	
Wait for telephone connection		c20

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS WRITE -6**

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

Yes	1	c21
No	2	
Don't know	-9	
REF	-8	

C.22 Now turning to the current situation. Thinking about at the present time, does this establishment use any of the following in its communications with clients and suppliers?

	Yes	No	
a. E-mail	1	2	c22a
b. Its own website	1	2	c22b

C 22B2 If YES to any of the above, what is this establishment's Internet connection MAINLY used for?

Internet connection mainly used to:

Communicate with clients and suppliers	1	
Make purchases for this establishment	2	
Deliver services to this establishment's clients	3	
Do research and develop ideas on new products and services	4	
Advertisement/Publicity	5	
Other (Specify)	6	C22b2

C.22C If this establishment uses NEITHER e-mail nor a website to communicate with clients and suppliers, what is the **primary** reason?

Cost of software /hardware and maintenance	1	
Cost of internet connection	2	
Unavailability of internet connection	3	
Lack of skilled/experienced staff	4	
All my clients/suppliers do not use internet	5	
Other (SPECIFY)	6	C22c

C.22D What percent of your workforce regularly uses a computer in their jobs?

	% workforce	
Workforce using computer		C22d

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

Are **telecommunications** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?

Is **water supply** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Does Not Apply	
Electricity	0	1	2	3	4	-7	C30a
Telecommunications	0	1	2	3	4	-7	C30b
water supply	0	1	2	3	4	-7	C30c

D. SALES AND SUPPLIES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.

D.1 In fiscal year **2005/2006**, what were this establishment's two main products represented by the largest proportion of annual sales?

INTERVIEWER: For "code" show list of ISIC, 4-digit code of corresponding sector to which establishment belongs.

	Description	Code	% of total revenue
a. First	d1a1x		d1a3
b. Second	d1b1x		d1b3

INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%

D.2 In fiscal year **2005/2006**, what were this establishment's total annual sales?

	PKR	
Last complete fiscal year's total sales		d2

D.2B In the **fiscal year right before** the last completed **2004/2005**, what were this establishment's total annual sales?

	PKR	
Sales during the FY before the Last complete fiscal year		d2b

D.3 In fiscal year **2005/2006**, what percent of this establishment's sales were:

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

	Percent		
a. National sales	%	d3a	IF 100, GO TO QUESTION D.9
b. Indirect exports [sold domestically to third party that exports products]	%	d3b	IF 100, GO TO QUESTION D.8
c. Direct exports	%	d3c	IF 0, GO TO QUESTION D.8
	100%		

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

- D.4** In fiscal year **2005/2006**, when this establishment exported goods directly, what was the average number of days that it took from the time this establishment's goods arrived to their main point of exit [e.g., port, airport] until the time these goods cleared customs?
- D.5** And what was the longest number of days?

		Days
Average number of days to clear customs		d4
Longest number of days to clear customs		d5

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

- D.6** In fiscal year **2005/2006**, what percent of the consignment value of the products shipped for direct export was lost while in transit because of theft?

		as % of consignment value
Direct export losses due to theft		%

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

- D.7** In fiscal year **2005/2006**, what percent of the consignment value of the products shipped for direct export was lost while in transit because of breakage or spoilage?

		as % of consignment value
Direct export losses due to breakage or spoilage		%

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

- D.8** In what year did this establishment first export directly or indirectly?

		Year
When began exporting directly or indirectly		d8

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

- D.9** In fiscal year **2005/2006**, who was the principal buyer for this establishment's output?

This establishment's parent company or affiliated establishments	1
Large private firms (with more than 100 workers)	2
Medium private firms (with 20 to 100 workers)	3
Small private firms (with less than 20 workers)	4
Individuals	5
Government or government agencies (including state-owned enterprises)	6
Other, Specify	7

d9

D.9B If you are not exporting directly, why not? (please identify the **major** reason)

Too much hassle or delay is involved in claiming tax rebates.	1
Competition is stronger in export markets.	2
Margins are bigger in domestic market.	3
Labor or environmental standards are harder to meet.	4
Too much hassle in customs office when exporting	5
Inability to compete on costs with firms in other countries	6
Lack of foreign market information	7
Product quality standards are harder to meet.	8
Other, specify	9

D9b

D.10 In fiscal year **2005/2006**, what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	as % of consignment value
Domestic shipment losses due to theft	%

D10

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

D.11 In fiscal year **2005/2006**, what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	as % of consignment value
Domestic shipment losses due to breakage or spoilage	%

D11

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

D.12 In fiscal year **2005/2006**, as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were:

	Percent
a. Material inputs and/or supplies of domestic origin	
b. Material inputs and/or supplies of foreign origin	
	100%

D12a

D12b IF 0, GO TO QUESTION D.16

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

D.13 Of the material inputs and/or supplies purchased in fiscal year **2005/2006**, were any of these imported directly?

Yes	1
No	2
Don't know	-9

GO TO QUESTION D.16

GO TO QUESTION D.16

d13

- D.14** In fiscal year **2005/2006**, when this establishment imported material inputs and/or supplies, what was the average number of days that it took from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
- D.15** And what was the longest time?

	Days	
Average number of days to clear customs		d14
Longest number of days to clear customs		d15

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

- D.16** Now thinking about your current experience, at the time this establishment receives delivery of its most important input, how many days of stock, measured in days of production, is available?

	Days	
Days of inventory of most important input		D16

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

- D.16B** What percent of your domestic raw materials originate from rural towns/villages in fiscal year **2005/2006**

	percent	
Raw materials originated from rural towns/villages		D16b

- D.16C** Which rural town in which province did the major share of your raw materials that originated from rural towns/villages come from in fiscal year **2005/2006**?

Name of village		D16ca
Name of district		D16cb

- D.16D** For domestic raw materials that originated from rural towns/villages, what mechanism of supply do you use the **most** in fiscal year **2005/2006**?

1. Direct purchase at the source	
2. Through a regular supplier located in the rural area	
3. Through a regular supplier located in your city	
4. Through a sub-contractual arrangement	
5. Other, Specify _____	D16d

D.16E Please answer the following questions referring to each of the facilities listed below:

Facility	i) Are you currently using or benefiting from this facility? 1=Yes 2=No		ii) If 'YES', how long (in days) does it normally take to receive the benefit from the time you applied? (days)		iii) Do you normally pay speed money to avoid or minimize delay in obtaining this benefit? Yes=1, No=2	
a) Customs duty drawback	D16e1a		D16e2a		D16e3a	
b) Export rebate	D16e1b		D16e2b		D16e3b	
c) Sales tax refunds	D16e1c		D16e2c		D16e3c	
d) Profit tax exemption	D16e1d		D16e2d		D16e3d	

D.30 a. Is the **transportation** of goods, supplies and inputs No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

b. Do you think that **customs and trade regulations** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply	
a. Transportation	0	1	2	3	4	-9	-7	D30a
b. Customs and trade regulations	0	1	2	3	4	-9	-7	D30b

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

E.1 From the beginning to the end of fiscal year **2005/2006**, what was the main market in which this establishment sold its main product line or main line of services?

Local – [products sold mostly in same municipality where establishment is located]	1
National – [products sold mostly across nation where establishment is located]	2
International – [products sold mostly to nations outside country where establishment is located]	3
Don't know	-9

GO TO QUESTION E.5

GO TO QUESTION E.5

e1

E.2 For fiscal year **2005/2006**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product/product line face?

None	1
One	2
2-5	3
More than 5	4
Don't know	-9

e2

E.3 Have sales of this establishment's main product increased, remained the same, or decreased in fiscal year **2005/2006**?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e3

E.4 Have prices of this establishment's main product increased, remained the same, or decreased in fiscal year **2005/2006**?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e4

E.4B a. In a scale of 1-4, what do you think is the intensity of competition in your major area of business (product)? Do you think that there is 'No competition', 'Limited competition', 'Somewhat intense competition', or 'Intense competition'?

E4b		No Competition	Limited	Somewhat intense	Intense	Does Not Apply	
a. Competition from domestic producers		1	2	3	4	-7	E4b1
b. Competition from foreign imports		1	2	3	4	-7	E4b2

E.5 How important or unimportant are the following factors on production costs of existing products?

	Not at all important	Slightly important	Important	Very important	Do Not Know	Does Not Apply	
a. Pressure from domestic competitors	1	2	3	4	-9	-7	E5a
b. Pressure from foreign competitors	1	2	3	4	-9	-7	E5b

E.6 Does this establishment at present use technology licensed from a foreign-owned company?

Yes	1
No	2
Don't know	-9

e6

E.7 During the last three years, did this establishment introduce onto the market any new or significantly improved products (goods or services)?

Yes	1
No	2
Don't know	-9

e7

E.8 During the last three fiscal years, has this establishment introduced any new or significantly improved production processes including methods of supplying services and ways of delivering products?

Yes	1
No	2
Don't know	-9

e8

E.8C	<p>If 'YES' to E7 or E8 above, and if there was a new technology acquired to achieve the introduction/improvements of products/service delivery, what are the two most important ways your establishment acquired this new technology?</p> <p>Enter the appropriate code next to the selected option from the table below separately for domestic and foreign</p> <p>1) the first most important _____ e8c1 _____ 2) the second most important ____ e8c2 _____</p>
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Ways of acquiring new technology	code
Embodied in new machinery or equipment - foreign	1
Embodied in new machinery or equipment - domestic	2
By hiring key personnel – foreign	3
By hiring key personnel – domestic	4
Licensing or turnkey operations from foreign sources	5
Licensing or turnkey operations from domestic sources	6
Transferred from parent company - foreign	7
Transferred from parent company - domestic	8
Developed with equipment or machinery supplier - foreign	9
Developed with equipment or machinery supplier – domestic	10
Developed or adapted within the establishment locally	11
Other - foreign (<i>specify</i>) _____	12
Other - domestic (<i>specify</i>) : _____	13

E.8D	<p>Referring to the latest technology acquired by this establishment, was this new Technology financed by? 1=Yes 2=No</p>
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	1=yes	2=no	
1. Internal resources of the establishment			E8d1
2. Bank loans			E8d2
3. Public financing (including grants)			E8d3
4. Other (please specify) _____ e8d4x			E8d4

E.8E	<p>Has your establishment undertaken any of the following initiatives (other than E7 and E8 above), in the last three years? (codes: 1=Yes, 2=No)</p>
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Initiatives	1=yes 2=no	
a. Agreed to a new joint venture with a foreign partner		E8e1
b. Outsourced a part of the production activity that was previously conducted in-house		E8e2
c. Subcontracted R&D projects to other companies or organizations		E8e3

E.8F What percentage of your production machines is computer controlled?
(This refers to computer controlled production process without a worker's direct intervention)

0-10%	1	E8f
11-25%	2	
26-50%	3	
51-00%	4	

E.9A **For Garments and Textiles only:**
What proportion of your current designs were not available 2 years ago?

	% of current designs	E9a
New designs introduced since 2 years ago		

E.30 Do you think that the **practices of competitors in the informal sector** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

e30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Does Not Apply	
Practices of competitors in the informal sector	0	1	2	3	4	-7	E30a
Anti-competitive practices of formal firms	0	1	2	3	4	-7	E30b

F. CAPACITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:
We now turn to the topic of this establishment's capacity utilization in fiscal year 2005/2006

F.1 In fiscal year **2005/2006**, what was this establishment's current output in comparison with the maximum output possible using its facilities at the time?

		Percent utilized	
Level of utilization of facilities		%	f1 If 100% GO TO F2

F.1B If capacity was not fully utilized (i.e. <100%), what is the **most important** reason?

Not enough buyers/customers	1	
Local raw materials and intermediate inputs shortage	2	
Imported raw material and intermediate inputs shortage	3	
Problems with electricity supply	4	
Lack of working capital/credit	5	
Skilled labor shortage	6	
Labor Market regulations	7	
Lack of necessary specialized technology	8	
Others (specify)	9	f1b

F.2 In fiscal year **2005/2006**, how many hours per week did this establishment normally operate?

		Hours per week	
Typical hours of operation in a week			f2

F.2B What share of your plant machinery and equipment is:

	%	
a. <5 years old		F2Ba
b. 5-10 years old		F2Bb
c. 10-20 years old		F2Bc
d. >20 years old		F2Bd
	100%	

G. LAND

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We change to questions about land issues.

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

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

**INTERVIEWER: UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100%
IF IT IS A FLOOR IN A BUILDING, WRITE -7**

G.1b For the land this establishment owns, does it have a clear title?

Yes	1	
No	2	

Pg1b

G.1c If 'YES', in reference to the above question (i.e. if you have clear title for the land you own), was an informal gift or payment expected or requested to get the title?

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

G1c

G.2 Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1	
No	2	GO TO QUESTIONG.4A
Don't know	-9	GO TO QUESTIONG.4A

g2

G.3 In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

	Days	
Wait for a construction-related permit		g3

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6**

G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

g4

G.4A In the last three years, has this establishment acquired or attempted to acquire new land or buildings to expand operations?

Yes	1
No	2
Don't know	-9

g4a

G.4B If 'Yes' to the above question, where did this establishment acquired/attempted to acquire new land or new premises?

a. Private Sector	1
b. Federal Government	2
c. Provincial government/authority	3
d. Local government/authority	4
e. Other, (Specify) _____	5

g4b

G.4C In the last three years, has this establishment been unsuccessful in acquiring land or new premises?

Yes	1
No	2
Don't know	-9

GO TO QUESTION G30

GO TO QUESTION G30

g4c

G.4D If in the last three years this establishment was unsuccessful acquiring land or new premises, do any of the following reasons explain why these attempts were unsuccessful? If more than one reason applies, please identify the most important one.

Government did not want to sell land and/or premises	1
Owner did not want to sell land and/or premises	2
Could not get the required zoning approval	3
Could not get clear title	4
Could not obtain desired infrastructure for site	5
Selling price of land and/or premises was too high	6
Other, (Specify) _____	7

g4d

G.30	Do you think that access to land is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	--

g30a	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply	
Access to land	0	1	2	3	4	-9	-7	G30a

H. COURTS

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next set of questions address payment disputes that this establishment may have had with clients. The questions are designed to get an idea of how establishments like this one resolve these disputes.

H.1 In the last two years, did this establishment have a dispute with clients over payments owed to it in which the establishment had to engage a third party such as arbiters, collecting agency or judicial system?

Yes	1	
No	2	GO TO QUESTION H.7
Don't know	-9	GO TO QUESTION H.7

h1

H.2 In reference to any of these payment disputes where a third party was engaged, was the court system used to resolve it?

Yes	1	
No	2	GO TO QUESTION H.7
Don't know	-9	GO TO QUESTION H.7

h2

H.3 In reference to this payment dispute where the court system was used to resolve it, was a court judgment made?

Yes	1	
No	2	GO TO QUESTION H.7
Still in process	-6	GO TO QUESTION H.7
Don't know	-9	GO TO QUESTION H.7

h3

H.4 In reference to the most recent resolved dispute for which the court system was used and a court judgment was made, how many weeks did it take the courts to come to judgment on this dispute? Calculate time to reach a judgment from the day the establishment first took court action until the moment a judgment was made.

	Weeks	
Weeks for courts to reach judgment		h4

INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEARS, WRITE ANSWER HERE _____ AND TRANSLATE INTO WEEKS LATER

H.5 In reference to the most recent resolved dispute for which a legal proceeding was initiated and a court judgment was made, was the decision of the court enforced?

Yes	1	
No	2	GO TO QUESTION H.7
Still in process	-6	GO TO QUESTION H.7
Don't know	-9	GO TO QUESTION H.7

h5

H.5B Has there been any informal payment paid to (requested/expected by) officials to speed up court proceedings or influence the judgment?

Yes	1
No	2
Don't know	-9

H5b

H.6 In reference to the most recent resolved dispute for which a legal proceeding was initiated, a court judgment was made, and judgment was enforced, how many weeks did the enforcement (execution) of the court judgment take [from the moment of the issuance of the court decision until the moment payment was resolved]?

Weeks

Weeks for court enforcement to take place _____

h6

INTERVIEWER: IF NO ENFORCEMENT BECAUSE ESTABLISHMENT LOST CASE, WRITE -7
INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEAR, WRITE ANSWER HERE _____ AND TRANSLATE INTO WEEKS LATER

H.7 I am going to read some descriptions of how the court system handles business disputes between private parties. Disputes might include matters of payment for goods or services, liability, and property right enforcement, but not labor disputes. For each description, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

The court system is **[READ EACH DESCRIPTION]**. Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know
a. Fair, impartial and uncorrupted	1	2	3	4	-9
b. Quick	1	2	3	4	-9
c. Affordable	1	2	3	4	-9
d. Able to enforce its decisions	1	2	3	4	-9

H7a
H7b
H7c
H7d

H.30 Do you think that the **functioning of the courts** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

h30	No obstacle	Minor Obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Functioning of the courts	0	1	2	3	4	-9	-7

H30

I. CRIME

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:
We now turn to questions on crime and how crime affects the operations of this establishment.

I.1 In fiscal year **2005/2006**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	GO TO QUESTION I.3 GO TO QUESTION I.3
No	2	
Don't know	-9	

i1

I.2 In fiscal year **2005/2006**, what percent of its total annual sales is paid for security, or what is the total annual cost of security?

	Percent	
Percent of total annual sales for security	%	i2a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	PKR	
Total annual cost of security		i2b

I.3 In fiscal year **2005/2006**, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1	GO TO QUESTION I.30 GO TO QUESTION I.30
No	2	
Don't know	-9	

i3

I.4 For fiscal year **2005/2006**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

	Percent	
Losses from theft as percent of total annual sales	%	i4a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	PKR	
Total annual value of losses from theft		i4b

I.30 Do you think that **crime, theft and disorder** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

i30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply	
Crime, theft and disorder	0	1	2	3	4	-9	-7	i30

I.30B In fiscal year **2005/2006**, have you paid any informal payment (payment required/expected) to the police, political party, etc. (**i.e. Bhatha**) to ensure security to your establishment (protection from robbery, arson, or any other crime)?

Yes	1
No	2
Don't know	-9

I30b

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

J.1 I am going to read some statements that describe business-government relations. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

[READ EACH DESCRIPTION] Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know	Refuses to Answer	Does not apply
a. "Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." j1a	1	2	3	4	-9	-8	
b. "It is common for establishments in this line of business to have to pay informal payments/gifts to get things done with regard to customs, taxes, licenses, and regulations, etc." j1b	1	2	3	4	-9	-8	
c. "Establishments in this line of business know in advance about how much this informal payment/gift is to get things done." j1c	1	2	3	4	-9	-8	-7

J.2 In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?

[By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	Percent	
Senior management's time spent in dealing with regulations	%	J2

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

J.3 Over the last 12 months, was this establishment visited and or inspected by tax officials?

Yes	1
No	2
Don't know	-9

GO TO QUESTION J.6
GO TO QUESTION J.6

j3

J.4 Over the last 12 months, How many times was this establishment either inspected by tax officials or required to meet with them?

	Number
Times inspected or met with tax officials	

J4

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

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

j5

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

	Percent
Percent of the contract value paid as informal payments or gifts	%

J6

INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8, IF DON'T KNOW WRITE -9, AND IF NO
CONTRACTS WITH THE GOVERNMENT -7

J.7 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. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percent of total annual sales paid as informal payment	%

J7a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	PKR
Total annual informal payment	

J7b

INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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

	Percent	
Percent of total annual sales reported for tax purposes	%	J8

IF RESPONDENT REFUSES TO RESPOND, WRITE -8

J.9 Recognizing the difficulties that many establishments face in fully complying with labor regulations, what percent of total workforce would you estimate the typical establishment in your line of business declares for tax purposes?

	Percent	
Percent of total workforce reported for tax purposes	%	J9

IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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

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

j10

J.11 In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

	Days	
Wait for import license		J11

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6

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

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

j12

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

Yes	1	GO TO QUESTION J.15 B GO TO QUESTION J.15 B
No	2	
Don't know	-9	

j13

J.14 In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

	Days	
Wait for operating license		J14

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6**

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

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

j15

J.15B Has this establishment participated, directly or through its representative body, in policy discussions with the local, provincial or federal government bodies during the last Fiscal year?

Yes	1
No	2
Don't know	-9

J15b

J.15C Please provide your opinion with respect to the relationship between this establishment and the government:

	Very supportive	Mildly supportive	Neutral	Mildly unsupportive	Very unsupportive
“All in all, with respect to this establishment’s business, the national government is	1	2	3	4	5
All in all, in relation to this establishment’s business, the provincial or district government is	1	2	3	4	5

J.15D Please answer the following questions regarding the support you received from each of the institutions listed, and how supportive the institution has been to your establishment.

Name of Institution	1. Have you received any support (incentives/grants) from any of the following institutions? 1= Yes 2=No- I never heard about the institution 3=No- I knew about the institution, but did not apply 4=No- I applied, but was turned down		2. If 'YES', how 'supportive' is this institution to your establishment? 1=Not supportive 2=Some what supportive 3= supportive 4=very supportive	
	J15d1a		J15d2a	
a. SMEDA (Small & Medium Enterprise Development Authority)	J15d1a		J15d2a	
b. EPB (Export Promotion Bureau)	J15d1b		J15d2b	
c. BOI (Board of Investment)	J15d1c		J15d2c	
d. Other, (SPECIFY)	J15d1d		J15d2d	

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

Is/Are **[READ EACH CATEGORY]** No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
a. Tax rates j30a	0	1	2	3	4	-9	-7
b. Tax administration j30b	0	1	2	3	4	-9	-7
c. Business licensing and permits j30c	0	1	2	3	4	-9	-7
d. Macroeconomic instability j30d	0	1	2	3	4	-9	-7
e. Political instability j30e	0	1	2	3	4	-9	-7
f. Corruption j30f	0	1	2	3	4	-9	-7

K. FINANCE

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:
I would like to ask you a few questions about how you finance the operations of this establishment.**

K.1 In fiscal year **2005/2006**, what percent, as a proportion of the value of total annual purchases of material inputs or services, were:

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

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.2 In fiscal year **2005/2006**, what percent of this establishment's total annual sales of its goods or services were:

	Percent		
a. Paid for before the delivery?	%	K2a	
b. Paid for on delivery?	%	K2b	
c. Paid for after delivery?	%	K2c	If >0, GO TO K3
	100 %		

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.2B If the percentages of credit sales is zero (i.e. the percent of sales paid for after delivery is 0), which of the following reasons is the major factor?

Cash Flow	1	
Lack of experience /culture of doing business on credit	2	
Lack of confidence in law enforcement	3	
Lack of credit worthiness information about customers	4	
Other, Specify	5	K2b

K.3 Over fiscal year **2005/2006**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

	Percent Sources of Working Capital	
a. Internal funds/Retained earnings	%	K3a
b. Borrowed from private commercial banks	%	K3b
c. Borrowed from state-owned banks and/or government agency	%	K3c
d. Borrowed from family/friends	%	K3d
e. Borrowed from non-bank financial institutions	%	K3e
f. Purchases on credit from suppliers and advances from customers	%	K3f
g. Borrowed from informal sources (e.g., moneylenders)	%	K3g
h. Other	%	K3h
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.4 In fiscal year **2005/2006**, did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1
No	2
Don't know	-9

GO TO QUESTION K.6

GO TO QUESTION K.6

k4

K.5 Over fiscal year **2005/2006**, please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources?

	Percent Sources of Investment	
a. Internal funds/Retained earnings	k5a	%
i. Issued new equity shares	k5i	%
j. Issued new debt (including commercial paper and debentures)	k5j	%
b. Borrowed from private commercial banks	k5b	%
c. Borrowed from state-owned banks and/or government agency	k5c	%
d. Borrowed from family/friends	k5d	%
e. Borrowed from non-bank financial institutions	k5e	%
f. Purchases on credit from suppliers and advances from customers	k5f	%
g. Borrowed from informal sources (e.g., moneylenders)	k5g	%
h. Other	k5h	%
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.6 Now let's talk about the establishment's current position. At this time, does this establishment have a checking and/or saving account?

Yes	1
No	2
Don't know	-9

k6

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

Yes	1
No	2
Don't know	-9

k7

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION K.16

GO TO QUESTION K.16

k8

K.9 Referring to this a line of credit or loan what type of financial institution granted this loan?

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

k9

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

	Year
Year most recent loan/line of credit approved	

K10

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	PKR
Size of most recent loan/line of credit approved	

K11

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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

	Months
Months to pay off most recent loan/line of credit	

K12

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION K.16

GO TO QUESTION K.16

k13

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

Collateral		Yes	No
a. Land, buildings	k14a	1	2
b. Machinery and equipment including movables	k14b	1	2
c. Accounts receivable and inventories	k14c	1	2
d. Personal assets of owner (house, etc.)	k14d	1	2
e. Collateral not included in categories above	k14e	1	2

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

	Percent
Value of collateral as percent of loan/line of credit value	K15

K.16 In fiscal year **2005/2006**, did this establishment apply for loans or lines of credit?

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

k16

K.17 If in fiscal year **2005/2006**, this establishment did not apply for line of credit or loan, what was the main reason?

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21
Application procedures for loans or line of credit are complex	2	GO TO QUESTION K.21
Interest rates are not favorable	3	GO TO QUESTION K.21
Collateral requirements for loans or line of credit are unattainable	4	GO TO QUESTION K.21
Size of loan and maturity are insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21

k17

K.18 In fiscal year **2005/2006**, how many times did this establishment apply for loans or lines of credit?

	Number
Loan applications submitted	K18 IF DOES NOT KNOW OR 0, GO TO QUESTION K.21

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

	Number
Loan applications rejected	K19 IF DOES NOT KNOW OR 0, GO TO QUESTION K.21

K.20 In fiscal year **2005/2006**, if any of this establishment's application for a lines of credit or loans were rejected, what was the most common reason given for any of those rejections?

Lender cited collateral or cosigners as unacceptable	1
Lender cited profitability as insufficient	2
Lender cited problems with credit history/report	3
Lender cited incompleteness of loan application	4
Lender cited concerns about level of debt already incurred	5
Lender cited objections not listed above	6
Don't know	-9

k20

K.21 In fiscal year **2005/2006**, did this establishment have its annual financial statement checked and certified by an external auditor?

Yes	1
No	2
Don't know	-9

k21

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

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

L. LABOR

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees. I'm going to ask you for levels of employment at different points in time.

L.1 At the end of fiscal year **2005/2006**, how many permanent, full-time employees did this establishment employ?

INTERVIEWER: Permanent employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.

	Number	
Permanent, full-time employees end of last complete fiscal year		L1

L.2 Three fiscal years ago year, in the year **2002-2003**, how many permanent, full-time employees did this establishment employ?

	Number	
Permanent, full-time employees three complete fiscal years ago		L2

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

L.3 At the end of fiscal year **2005/2006**, how many permanent, full-time employees were:
INTERVIEWER: READ EACH CATEGORY

	Number	
a. Production workers		L3a
b. Non-production workers [e.g., managers, administration, sales]		L3b

L.4 At the end of fiscal year **2005/2006**, how many permanent, full-time employees were:
INTERVIEWER: READ EACH CATEGORY

	Number	
a. Skilled production workers		L4a
b. Unskilled production workers		L4b

L.5 At the end of fiscal year **2005/2006**, how many permanent full-time production workers are female and how many non-production workers were female?

	Number	
a. Female production workers		L5a
b. Female non-production workers		L5b

L.6 How many full-time seasonal or temporary employees did this establishment employ in fiscal year **2005/2006**?

INTERVIEWER: Temporary/seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.

	Number
Full-time seasonal/temporary workers employed last fiscal year	

L6 IF 0, GO TO QUESTION L.9

L.7 In fiscal year **2005/2006**, what percent of all full-time seasonal or temporary employees were female?

	Percent
Full-time seasonal/temporary females employed last fiscal year	

L7

L.8 What was the average length of employment of all full-time seasonal or temporary employees in fiscal year **2005/2006**?

	Months
Average length of full-time seasonal/temporary employment	

L8

INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1

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

0-3 years of education	1
4-6 years of education	2
7-12 years of education	3
13 years and above of education	4
Don't know	-9

L9

L.10 Over fiscal year **2005/2006**, did this establishment run formal training programs for its permanent, full-time employees?

Yes	1
No	2
Don't know	-9

GO TO QUESTION L.11.b

GO TO QUESTION L.11.b

L10

L.11 Referring to the training programs run over fiscal year **2005/2006**, what percent of permanent, full-time employees of the following category of workers received formal training?

	Percent	
Production full-time permanent employees trained	%	L11a
Non-production full-time permanent employees trained	%	L11b

INTERVIEWER: IF NO EMPLOYEES IN A CATEGORY WERE TRAINED, WRITE 0

L.11b Does this establishment provide formal trainings to workers who **are NOT** permanent and fulltime?

Yes	1	L11b
No	2	
Don't know	-9	

L.12 At present, what percent of this establishment's workforce is unionized?

	Percent	
Workforce unionized	%	L12

L.12B Does your establishment provide the following mandated labor benefits? If so, please tell us the proportion of your workers covered by each of these benefits, and how much each of these benefits cost your establishment last completed fiscal year:

	workforce covered (%)	
a. Gratuity or provident fund		L12ba
b. Provincial social security (Employees Social Security Institutions-ESSI)		L12bb
c. Group insurance		L12bc
d. Employees Old age Benefit (EOBI)		L12bd
e. Workers Profit Participation Fund (WPPF)		L12be

INTERVIEWER: IF BENEFIT IS NOT PROVIDED, WRITE 0 IN COLUMN 2, AND SKIP TO THE NEXT IN THE LIST?

L. 12C Does your establishment provide any other **un-mandated** labor benefits (such as voluntary occupational pensions or provident funds)? If so, please tell us the proportion of your workers covered by such benefits, how much these benefits cost your establishment last completed fiscal year, and the main objective of such un-mandated benefits:

Type of un-mandated benefit		Share of workforce covered (%)
1.	Education cess	
2.	10C Bonus	
3.	Other, SPECIFY _____	

L12c1
L12c2
L12c3

L. 12D Over the last 12 months, was this establishment visited and or inspected by labor department officials?

Yes	1
No	2
Don't know	-9

GO TO QUESTION L13
GO TO QUESTION L13

L12d

L.12E Over the last 12 months, How many times was this establishment either inspected by labor department officials or required to meet with them?

	Number
Times inspected or met with labor department officials	

L12e

L.12F In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
Don't know	-9

L12f

L. 12F2 Have you availed/submitted self-assessment scheme (form) for labor contributions or benefits for **last year**?

Yes	1
No	2

L12f2

L.13 Over fiscal year **2005/2006**, as decisions about hiring or firing permanent workers were being considered, did labor regulations affect those decisions in a significant way?

Yes, to hire	1
Yes, to fire	2
Both	3
No	4
Don't know	-9

GO TO QUESTION L.30

GO TO QUESTION L.30

L13

L.14 In fiscal year **2005/2006**, how many permanent workers would this establishment have hired or fired had it not been for having to comply with labor regulations?

		Number
Hired		L14a
Fired		L14b

L.14B Over the last two years, how has this establishment **USUALLY, or in most cases**, found its new employees?

Through family/friends	1	
Public placement office	2	
Private placement office	3	
Public announcement/advertisement	4	
School or industry related network	5	
Contractor /Theykedar	6	
Other (SPECIFY)	7	L14b

L.14C Over the **last two years**, what percentage of your new workers was sourced from/supplied through a contractor or Theykedar?

	%	
Workers hired through Theykedar		L14c

L.14F What is the major advantage of a hiring through a 'theykedar' arrangement?

	code	
Cost of recruitment/hiring	1	
Labor cost (lower wages and benefits)	2	
Low compliance cost (of regulations) including management time	3	
Low cost of firing (in terms of benefits payments, etc.)	4	
Other, (SPECIFY)	5	L14f

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

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Labor regulations L30a	0	1	2	3	4	-9	-7
Inadequately educated workforce L30b	0	1	2	3	4	-9	-7

L.2. HIV \ AIDS

L.2-1	Did your firm undertake any activities in the last fiscal year to address HIV/AIDS among employees?
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Yes	1
No	2

L2-1

L.2-2	If the answer to the question above is “yes”, which types of the following activities did your firm undertake? (<i>1 = yes, 2 = no</i>): <i>Note: If the answer to the question above was “no” skip this question</i>
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	1=Yes 2=No	
Distribution or displays of HIV/AIDS educational materials (posters, pamphlets)		L2-2a
Arranged for speakers or performances about HIV/AIDS		L2-2b
Trained employees to serve as peer HIV/AIDS educators		L2-2c
Voluntary Testing		L2-2d
Participation in HIV/AIDS works in the community		L2-2e
Other(<i>Specify</i>)		L2-2f

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

M.1 You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview. Please tell me the three that you think are currently the biggest problem, beginning with the most difficult obstacle of all.

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

	Rank	
Most serious obstacle		M1a
Second most serious obstacle		M1b
Third most serious obstacle		M1c

M.2 In the previous question, I provided you with a list of obstacles to a better business environment. Now I want to know if the government has addressed any of these obstacles with reforms. From the following list of reforms, please rank the top three reforms that your national, provincial or local government implemented **since 2002** and that have had a positive impact on your business. The top reform should be the one that benefited your business the most.

REFORMS	CODE
Electricity -Improved quality and reliability and/or reduced costs of electricity	1
Transportation -Improved quality and reliability and/or reduced costs of transport	2
Access to land -Reduced time and costs of acquiring land	3
Tax rates -Lowered tax rates	4
Tax administration -Reduced time and complexity of tax compliance and made it fairer	5
Customs and trade regulations -Reduced procedures involved in importing and exporting goods	6
Inadequately educated workforce -Improved education and/or vocational skills of workers	7
Labor regulations -Increased hiring and firing flexibility and/or reduced costs of hiring and firing	8
Business licensing and permits -Reduced time and costs to obtain licenses and permits	9
Access to financing -Increased availability of credit	10
Cost of financing -Reduced cost of finance (interest rates, fees)	11
Political and/or macroeconomic instability -Provided a more stable macroeconomic environment	12
Corruption -Reduced corruption	13
Street crime, theft and disorder -Reduced street crime, theft and disorder	14
Practices of competitors in the informal sector -Increased regulatory and tax compliance to all firms	15
Functioning of the judiciary -Reduced the time and cost of settling legal disputes	16
Other, (SPECIFY)	17

INTERVIEWER: PLEASE CHECK THAT RESPONDENT UNDERSTANDS DIRECTIONS; AND ENTER CODES OF RESPONSES BELOW. IF RESPONDENT SAYS THAT HE/SHE THINKS OF NO OTHER REFORM, ENTER '99' IN THE SPACE PROVIDED FOR RANKS.

	Rank	
FIRST BEST REFORM		M2a
SECOND BEST REFORM		M2b
THIRD BEST REFORM		M2c

N. LOCATION

N.1 Please answer the following question in referring to **each of the cities** listed....

CODE	Name of City	Does this city have a better general business environment than the city where your establishment is located? 1=Yes 2= No 3= Not applicable	
1	Karachi		N1_1
2	Lahore		N1_2
3	Sheikhupura		N1_3
4	Sialkot		N1_4
5	Faisalabad		N1_5
6	Gujranwala		N1_6
7	Wazirabad		N1_7
8	Islamabad/Rawalpindi		N1_8
9	Sukkur		N1_9
10	Hyderabad		N1_10
11	Quetta		N1_11
12	Peshawar		N1_12
13	Hub		N1_13

N.5 Which city (among those listed above) has the **best** business environment?

Code of the city with the best business environment		N5
--	--	-----------

N.5b What is the **MAJOR reason** why you voted for this city as the best? (please **use the codes** below) _____

Code of reason why the city is best		N5b
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Codes for N5b:

1=Availability and quality of infrastructure services 2=Level of support from provincial/district government 3=Crime and security 4=Pool of skilled labor and managerial talent	5=Access to customers and suppliers 6=Access to land 7=Other, (SPECIFY) _____
--	---

N.7	Which city (among those listed above) has the worst business environment?
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Code of the city with the worst business environment		N7
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N.7b	What is the MAJOR reason why you voted for this city as the Worst? (please use the codes below) _____
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Code of reason why the city is worst		N7b
--	--	------------

Codes:

1 =Unavailability and quality of infrastructure services 2 =Level of support from provincial/district government 3 =Crime and security 4 =Unavailability of skilled labor and managerial talent	5 =Lack of access to customers and suppliers 6 =Lack of access to land 7 =Other, (SPECIFY) _____
--	---

N.9	What is the MAJOR reason why your establishment chose to be located in this city? Use Codes below
------------	--

Code of the major reason for current location		N9
---	--	-----------

	Code
a) The owner(s) / major shareholder(s) are from this province	1
b) The province has certain key natural resources which the firm uses as raw materials	2
c) The provincial/local government gave concessions and benefits which made it more attractive to locate there	3
d) The province was chosen based on a location feasibility report (and after comparison with other cities)	4
e) Other (Specify) _____	5

P. PRODUCTIVITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

P.1 In fiscal year **2005/2006**, what percent of this establishment's total annual sales came from the following activities:

	Percent	
a. Manufacturing	%	N1a
b. Services	%	N1b
c. Other	%	N1c
	100%	

P.2 For **last two** fiscal years (**2004/05 and 2005/06**), please provide the following information about this establishment:

	Last completed Fiscal Year	Fiscal Year before Last
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)		
e. Total annual cost of raw materials and intermediate goods used in production		
b. Total annual costs of electricity		
c. Total annual costs of communications services		
f. Total annual costs of fuel		
g. Total annual costs of transport for goods (not including fuel)		
h. Total annual costs of water		
d. Total annual cost of rental of land/buildings, equipment, furniture		

P.3 In fiscal year **2002/2003**, three fiscal year's ago, what was total annual sales for this establishment?

	PKR	
Total annual sales three years ago		N3

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

P.4 Approximately, in fiscal year **2005/2006**, what was the average monthly compensation, including benefits when applicable, for each type for production and non-production full-time worker?

	a. Production worker		b. Non-production worker
Average monthly compensation	PKR	N4a	PKR N4b

P.5 In fiscal year **2005/2006**, what was the total annual expenditure for purchases of:

	PKR	
a. Machinery, vehicles and equipment (new and/or used)		N5a
b. Land and buildings		N5b

P.6 What was the net book value, the value of assets after depreciation, of the following at the end of fiscal year **2005/2006**?

	PKR	
a. Machinery vehicles, and equipment		N6a
b. Land and buildings		N6b

P.7 In fiscal year **2005/2006**, if this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following?

	PKR	
a. Machinery vehicles, and equipment		N7a
b. Land and buildings		N7b

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

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

Date (mm/dd)	Hour	Minutes	AM/PM

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS:

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19