### **THE WORLD BANK**

**Indicator Survey** 

Manufacturing Questionnaire (2008)

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

A.0 Questionnaire a0	Module
Indicator	6

**a1** 

A.1 Country

A.2	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4

A.3a	Screener Region (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	5

a3x

A.3x Name of city/town/village

A.3 Size of locality a3

Capital city	1
City with population over 1	2
million – other than capital	
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

	Sampling	Screener
	sector	sector
A.4 Industry	a4a	a4b
Manufacturing	1	1
Service	2	2

A.5 Sector match between screener information and sample frame a5 Yes screener and sample frame info match 1

res, screener and sample frame into match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	
No, does not match	3

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

A.7 Establishment is part of a larger firm	a7
Yes	1
No, a firm on its own	2

#### A.7a

Number of establishments that form the firm a7a

### A.8 Type of establishment

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	3
other establishments of the same firm	
Establishment physically separated from HQ but	4
with other establishments of the same firm	
Does not apply	-7

A.9 Are establishment's financial statements prepared separately from HO's statements?

separately from ing a statements.	
Yes	1
No	2
Does not apply	-7

a9

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm? a10

Yes	1
No	2
Does not apply	-7

A.11 If HQ, are financial statements independent from the	
rest of establishments?	a11
Yes	1
No	2
Does not apply	-7
A.12 Interviewer code	a12
A.13 Supervisor code	a13

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	<b>Minutes (00 to 59)</b>
a14d	a14m	a14y	a14h	a14min

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. Ultimately, the information gathered here will help to develop new 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**

### **READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):** The first few questions apply to the firm which your establishment is part of.

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

Shareholding company with shares trade	1	
in the stock market		
Shareholding company with non-traded	2	
shares or shares traded privately		
Sole proprietorship		SKIP TO B.2
Partnership	4	
Limited partnership	5	
Other (spontaneous - specify)b1x	6	
Don't know (spontaneous)	-9	
		b1

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

	Percent
Percentage held by largest owner or	<b>b3</b> %
owners	
Don't know (spontaneous)	-9

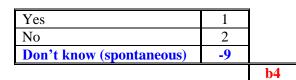
### **B.2** What percentage of this firm is owned by each of the following: **SHOW CARD 2**

	Percent	Don't know (sponta neous)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government/State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	100%	

IF 100% end interview

### INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

**B.4** Amongst the owners of the firm, are there any females?



### **READ ONLY IF A7=1 (yes)**

I want to proceed by asking you about this establishment only.

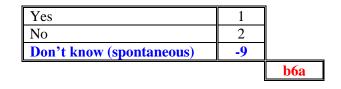
### **B.5** In what year did this establishment begin operations?

		Year	
	Year establishment began operations	<b>b5</b>	
	Don't know (spontaneous)	-9	
INT	<b>ERVIEWER: PROVIDE FOUR DIGIT</b>	S FOR Y	EAR



	Number
Full-time employees at start-up	<b>b6</b>
Don't know (spontaneous)	-9

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



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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

### **B.7** How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	<b>b7</b>
Less than one year	1
Don't know (spontaneous)	-9

### **EAB.7** What is the Top Manager's highest completed level of education?

No Education	1
Primary School	2
Secondary School	3
Vocational Training	4
University degree (B.A., B.S., etc.)	5
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university in this country	6
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university abroad	7
Don't Know	-9
	EAb7

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

### C. INFRASTRUCTURE AND SERVICES

### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

### Now, we turn to the establishment's operations in fiscal year [insert last complete fiscal year].

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

Yes	1	]	
No	2	GO TO	<b>QUESTION C.6</b>
Don't know (spontaneous)	-9	GO TO	<b>QUESTION C.6</b>
		c3	

### **C.4** In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1	
No	2	1
Don't know (spontaneous)	-9	1
<b>REF</b> (spontaneous)	-8	
		c5

C.6 Over fiscal year [insert last complete fiscal year], did this establishment experience power outages?

Yes	1	
No	2	<b>GO TO QUESTION C.10</b>
Don't know (spontaneous)	-9	GO TO QUESTION C.10
		сб

C.7	In a typical month, over fiscal year [insert last complete fiscal year], how many power outages did
	this establishment experience?

	Number
Average number of power outages per month	c7
Don't know (spontaneous)	-9

### IF 0, GO TO QUESTION C.10

#### **C.8** How long did these power outages last on average?

	Hours
Average duration of power outages	<b>c8</b>
Less than one hour	1
Don't know (spontaneous)	-9

### **C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	LCUs
Loss as percentage of total annual sales due to power	<b>c9a</b> %
outages	
None	0
Don't know (spontaneous)	-9

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

	LCUs
Annual losses due to power outages	<b>c9b</b>
None	0
Don't know (spontaneous)	-9

### C.10 Over the course of fiscal year [insert last complete fiscal year], did this establishment own or share a generator?

Yes	1	
No	2	GO TO QUESTION C.12
Don't know (spontaneous)	-9	GO TO QUESTION C.12
		<b>c10</b>

### C.11 In fiscal year [insert last complete fiscal year], what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from	<b>c11</b> %
generators	
Don't know (spontaneous)	-9

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

Yes	1	
No	2	<b>GO TO QUESTION C.16</b>
Don't know	-9	<b>GO TO QUESTION C.16</b>
		c12

### **C.13** In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

### **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 (spontaneous)	-9	
<b>REF (spontaneous)</b>	-8	
		c14

### **C.16** In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of insufficient water supply did this establishment experience?

	Number	
Average number of incidents of water insufficiency per month	c16	<b>IF 0, GO TO QUESTION C.19</b>
Don't know (spontaneous)	-9	

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

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

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

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

**C.20** In reference to that application for a telephone connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

Days

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

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

Yes	1	
No	2	
Don't know (spontaneous)	-9	
<b>REF</b> (spontaneous)	-8	
		c21

**C.22** At the present time, does this establishment use any of the following?

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

### C.30 Is electricity No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 4

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (sponta neous)	Does Not Apply (sponta neous)
Electricity	c30a	0	1	2	3	4	-9	-7

### D. SALES AND SUPPLIES

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** The next topic to be covered is how and where this establishment makes its sales.

**D.1a1** In fiscal year [insert last complete fiscal year], what was this establishment's main product or service, that is, the product that represented the largest proportion of annual sales (in LCU)?

Description	
d1a1x	

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product or service of this establishment. SHOW CARD 5

	Code
Code of main product	d1a2
Don't know (spontaneous)	-9

### **D.1a3** What percentage of total sales does the main product or service represent?

	%
Percentage of sales represented by main product	d1a3
Don't know (spontaneous)	-9

**D.2** In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales?

	LCUs
Last complete fiscal year's total sales	d2
Don't know (spontaneous)	-9

D.3 In fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: (INTERVIEWER: these must be asked in the order they appear on the table) SHOW CARD 6

	Percent	Don't know (spontaneous)	
National sales	<b>d3a</b> %	-9	IF 100, GO TO QUESTION D.30
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION D.8
Direct exports	<b>d3c</b> %	-9	IF 0, GO TO QUESTION D.8
	100%		-

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

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

	Days
Average number of days to clear customs	d4
Less than one day	1
Don't know (spontaneous)	-9

### **D.6** In fiscal year [insert last complete fiscal year], what percentage of the consignment value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of consignment	<b>d6</b> %
value	
No losses	0
Don't know (spontaneous)	-9

### **D.7** In fiscal year [insert last complete fiscal year], what percentage of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

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

### **D.8** In which year did this establishment first export directly or indirectly?

	Year
Began exporting directly or indirectly	<b>d8</b>
Don't know (spontaneous)	-9

# **D.12** In fiscal year [insert last complete fiscal year], as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: SHOW CARD 7

	Percent	Don't know (spontaneous )	
Material inputs or supplies of domestic origin	<b>d12a</b> %	-9	
Material inputs or supplies of foreign origin	d12b %	-9	IF 0, GO TO QUESTION D.30
	100%		<b>u</b>

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

### (UNLESS RESPONDENT DOES NOT KNOW)

### **D.13** Were any of the material inputs or supplies purchased in fiscal year [insert last complete fiscal year], imported directly?

		_
Yes	1	
No	2	GO TO QUESTION D.30
Don't know (spontaneous)	-9	GO TO QUESTION D.30
		d13

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

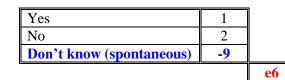
	Days
Average number of days to clear customs	d14
Less than one day	1
Don't know (spontaneous)	-9

# D.30 Is transport No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? Are customs and trade regulations No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 8

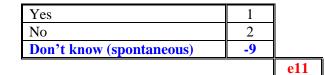
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spon taneo us)	Does Not Apply (spont aneous )
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	-9	-7

### E. DEGREE OF COMPETITION

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



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



# E.30 Are practices of competitors in the informal sector No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 10

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spont aneou s)	Does Not Apply (spo ntan eous)
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

### G. LAND AND PERMITS

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 QUESTION G.30
Don't know (spontaneous)	-9	GO TO QUESTION G.30
		g2

### **G.3** In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	g3
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

### **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 (spontaneous)	-9	
<b>REF</b> (spontaneous)	-8	
		g4

# G.30 Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 15

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

### I. CRIME

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

**I.1** In fiscal year [insert last complete fiscal year], did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	
No	2	GO TO QUESTION I.3
Don't know (spontaneous)	-9	GO TO QUESTION I.3
	•	il

### **I.2** In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for	i2a %
security	
Don't know (spontaneous)	-9

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

	LCUs
Total annual cost of security	i2b
Don't know (spontaneous)	-9

**I.3** In fiscal year [insert last complete fiscal year], did this establishment experience losses as a result of theft, robbery, vandalism or arson?

Yes	1	
No	2	GO TO QUESTION I.30
Don't know (spontaneous)	-9	GO TO QUESTION I.30
		i3

# **I.4** In fiscal year **[insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
Don't know (spontaneous)	-9

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

	LCUs
Total annual value of losses	i4b
Don't know (spontaneous)	-9

I.30Are crime, theft and disorder No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major<br/>Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD<br/>15

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (sponta neous)	Does Not Apply (spontan eous)
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	-9	-7

### **K. FINANCE**

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

**K.1** In fiscal year [insert last complete fiscal year], what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: SHOW CARD 16

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k1a %	-9
Paid for on delivery?	<b>k1b</b> %	-9
Paid for after delivery?	<b>k1c</b> %	-9
	100 %	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

K.2	In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual
	sales of its goods or services were: SHOW CARD 16

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

#### 100 %

### INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

**K.3** Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

### **INTERVIEWER: SHOW CARD 17**

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

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

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

Yes	1	
No	2	GO TO QUESTION K.6
Don't know (spontaneous)	-9	GO TO QUESTION K.6
		k4

N.5	In fiscal year [insert last complete fiscal year], how much did this establishment spend on	Ī
	purchases of:	

	LCUs	Don't know (spontaneous)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

# K.5 Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 18

	Percent	Don't know (spontaneous)
Internal funds or retained earnings	k5a%	-9
Owners' contribution or issued new equity shares	<mark>k5i</mark> %	-9
Borrowed from banks (private and state-owned)	k5bc%	-9
Borrowed from non-bank financial institutions	<b>k5e</b> %	-9
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	-9
Other (moneylenders, friends, relatives, bonds, commercial papers etc)	k5hdj%	-9
	100%	

### INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)

**K.6** Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

Yes1No2Don't know (spontaneous)-9k6

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

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

At this	time, does this establishment have a	line of c	redit or a loan from a financ	cial insti	tution?
	Yes	1			
	No	2	GO TO QUESTION K.	16	
	Don't know (spontaneous)	-9	GO TO QUESTION K.	16	
			k8		
Referri	ng to the most recent line of credit	or loan	, what type of financial ins	stitution	granted this
loan?	SHOW CARD 19				C
•					
Private c	ommercial banks			1	
State-ow	ned banks or government agency			2	
Non-bank financial institutions which include microfinance institutions, credit			2		
cooperati	ives, credit unions, or finance compar	nies		3	
Other				4	

-9

**k9** 

**k7** 

Don't know (spontaneous)

**K.8** 

K.9

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

	Year
Year most recent loan/line of credit approved	k10
Don't know (spontaneous)	-9
INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR	

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

	LCUs
Size of most recent loan/line of credit approved	k11
<b>REF</b> (spontaneous)	-8
Don't know (spontaneous)	-9

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

Yes	1	
No	2	GO TO QUESTION K.16
Don't know (spontaneous)	-9	GO TO QUESTION K.16
		k13

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

Collateral	Yes No	Don't know (spontaneous)
------------	--------	-----------------------------

Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

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

	Value
	LCU
Value of collateral	k15a
Don't know (spontaneous)	-9

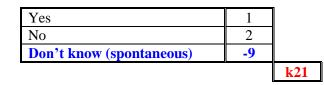
### **K.16** Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any loans or lines of credit?

Yes	1	GO TO QUESTION K.21
No	2	
Don't know (spontaneous)	-9	GO TO QUESTION K.21
		k16

K.17What was the main reason why this establishment did not apply for any line of credit or loan in<br/>fiscal year [insert last complete fiscal year]?SHOW CARD 20

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21
Application procedures for loans or lines of credit are complex	2	GO TO QUESTION K.21
Interest rates are not favorable	3	GO TO QUESTION K.21
Collateral requirements are too high	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
Don't know (spontaneous)	-9	
la.		k17

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



K.30Is access to finance, which includes availability and cost, interest rates, fees and collateral<br/>requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very<br/>Severe Obstacle to the current operations of this establishment? SHOW CARD 21

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

### J. BUSINESS-GOVERNMENT RELATIONS

### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1 For the following statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. SHOW CARD 22

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneo us)
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9

J.2	In a typical week over the last year, what percentage of total senior management's time was spent on				
	dealing with requirements imposed by government regulations?				
	[By senior management I mean managers, directors, and officers above direct supervisors of				
	production or sales workers. Some examples of government regulations are taxes, customs, labo				
	regulations, licensing and registration, including dealings with officials and completing forms]				

	Percent
Senior management's time spent on dealing with regulations	<b>j2</b> %
No time was spent	0
Don't know (spontaneous)	-9

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

Yes	1	
No	2	GO TO QUESTION J.6a
Don't know (spontaneous)	-9	GO TO QUESTION J.6a
		j3

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

	Number
Times inspected or met with tax officials	j4
Don't know (spontaneous)	-9

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

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

			<b>j</b> 5
J.6a	Over the last year, has this establishment see	cured or at	tempted to secure a government contract?
	Yes No Don't know (spontaneous)	1 2 -9	GO TO QUESTION J.7 GO TO QUESTION J.7 j6a
J.6	When establishments like this one do busing value would be typically paid in informal parts		the government, what percent of the contract gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8
No payments	0

# J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage 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
Percentage of total annual sales paid as informal	j7a %
payment	
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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

	LCUs
Total annual informal payment	j7b
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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

Yes	1	
No	2	GO TO QUESTION J.13
Don't know (spontaneous)	-9	GO TO QUESTION J.13
		j10

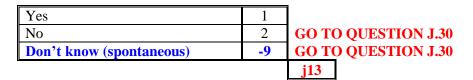
**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

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

### **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 (spontaneous)	-9	
<b>REF</b> (spontaneous)	-8	
		j12

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



**J.14** Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

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

### **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 (spontaneous)	-9	
<b>Refusal (spontaneous)</b>	-8	
		j15

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. SHOW CARD 23

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

### L. LABOR

### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Now I would like to ask you a few questions about this establishment's labour force.

L.1 At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees did this establishment employ? Please include all employees and managers (INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day) (INTERVIEWER: include interviewee if applicable).

	Number
Permanent, full-time employees end of last fiscal year	l1
Don't know (spontaneous)	-9

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

	Number
Permanent, full-time employees three fiscal years ago	12
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

**L.5** At the end of fiscal year [insert last complete fiscal year], how many permanent full-time employees of this establishment were female?

	Number	Don't know (spontan eous)
Female permanent full-time employees	15	-9

L.6 How many full-time temporary employees did this establishment employ in fiscal year [insert last complete fiscal year]? (INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)

	Number
Full-time seasonal/temporary workers employed last	<b>l6</b>
fiscal year	
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION L.30

### **L.8** What was the average length of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year]?

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

### **L.10** Over fiscal year [insert last complete fiscal year], did this establishment have formal training programs for its permanent, full-time employees?

Yes	1		
No	2		
Don't know (spontaneous)	-9		
		110	

L.30 Are labor regulations No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **INTERVIEWER: SHOW CARD 23** 

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (sponta neous)	Does Not Apply (sponta neous)
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7

#### M. BUSINESS ENVIRONMENT

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The next set of questions is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. SHOW CARD 24 (Do not read options)

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

Biggest obstacle	m1a
Don't know (spontaneous)	-9
Does not apply (spontaneous)	-7

Rotation	m1d
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### N. PERFORMANCE

### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

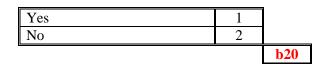
**N.2** For fiscal year **[insert last complete fiscal year]**, please provide the following information about this establishment: **SHOW CARD 25** 

READ OUT	LCUs	Don't know (spontaneo us)	REF (spontan eous)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9	-8
Total annual cost of electricity	n2b	-9	-8
Total annual cost of raw materials and intermediate goods used in production	n2e	-9	-8

**N.3** In fiscal year [insert three complete fiscal years ago], three fiscal years ago, what were total annual sales for this establishment?

	LCUs
Total annual sales three years ago	n3
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

**B.20** The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?



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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	a15a2b	a15b3

### 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	
a15m/ a15d	a15h	a15min		a15

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

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

Truthful	1	
Somewhat truthful	2	
Not truthful	3	
		a16

A.17 The responses to 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	
		17

### a17

### **INTERVIEWER COMMENTS:**

a17x

(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		STOP HERE
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	
		a18

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

Hour	Minutes	
a19h	a19m	a19