

THE WORLD BANK ENTERPRISE SURVEY

Netherlands Services Module (2020)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Frame level	a1c

A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener Information	
Screener sector	a4b
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6b
Multi-establishment firm	a7
Panel	panel
Language	a1a

CAPI QUESTIONS BEGIN HERE**A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW****INFORMATION AUTOMATICALLY GENERATED**

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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

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

INTERVIEW BEGINS HERE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in **Netherlands**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

A. CONTROL INFORMATION

A.20	On which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d

Last completed month
COVa20m_1

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which this establishment is part of.

B.1	<p>What is this firm's current legal status?</p> <p>SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]</p>
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Shareholding company with shares traded in the stock market (nv, SA)	1
Shareholding company with non-traded shares or shares traded privately (bv/bvba, SRL/SARL)	2
Sole proprietorship	3
Partnership (vof/SNC)	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) __b1x__	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3a

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.

B.3	What percentage of this firm does the largest owner or owners own?
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	Percent
Percentage held by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

B.3a	Is the largest owner also the top manager?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b3a

EUB.1	How many businesses has the largest owner(s) previously owned prior to establishing, purchasing, or acquiring the current business ?
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	Number
Number of businesses owned	EUB1
NONE (THIS IS THE FIRST)	0
DON'T KNOW (SPONTANEOUS)	-9

0								
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B.2	What percentage of this firm is owned by each of the following: SHOW CARD 2
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	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-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?
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Yes	1	
No	2	GO TO EUB.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO EUB.2

b4

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.

B.4a	What percentage of the firm is owned by females?
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	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

EUB.2	What percentage of the firm is owned by the same family? (If more than one family, refer to the one with largest ownership)
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	Percent
Percentage of family ownership	EUB2%
NO FAMILY OWNERSHIP	0
DON'T KNOW (SPONTANEOUS)	-9

**GO TO EUB.4
GO TO EUB.4**

EUB.3	What percentage of the key management positions of this firm are occupied by members of this family?
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	Percent
Percentage of family members in key management positions	EUB3%
DON'T KNOW (SPONTANEOUS)	-9

EUB.4	Has the owner, CEO, top manager, or any of the board members of this firm ever been elected or appointed to a political position in this country?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

EUB4

EUB.5	Is this firm part of a business membership organization, trade association, guild, chamber of commerce, or other business support group?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.5

GO TO B.5

EUB5

EUB.6	Referring to the most important business association that this firm is part of, how useful are the following services provided to this firm? SHOW CARD 3
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INTERVIEWER: READ OUT EACH OPTION

	(SPONTANEOUS)					
	Not at all useful	Not very useful	Somewhat useful	Very useful	SERVICE NOT OFFERED	DON'T KNOW
Information or contacts on international input and product markets EUB6a	1	2	3	4	-7	-9
Accrediting standards or quality of products EUB6b	1	2	3	4	-7	-9
Information on government regulations EUB6c	1	2	3	4	-7	-9
Influencing regulatory decision-making processes or "lobbying" EUB6d	1	2	3	4	-7	-9

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	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time workers did this establishment have when it started operations? Please include all workers and managers.

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

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

TERMINATE

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	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

EUB.7 What age is the top manager?

	Age
Age of top manager	EUB7
DON'T KNOW (SPONTANEOUS)	-9

EUB.8	Please indicate the highest level of educational attainment or professional qualification completed by the top manager. SHOW CARD 4
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No formal education	1
Primary	2
Secondary/diploma	3
Secondary/technical/vocational training	4
Bachelor's degree	5
Post-graduate degree (Master or Doctorate)	6
DON'T KNOW (SPONTANEOUS)	-9

EUb8

EUB.9	Was the top manager born a citizen of [Netherlands]?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

EUb9

EUB.10	Does the top manager have previous experience working in a multinational firm or in a prominent national firm in this sector?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

EUb10

B.8	Does this establishment have an internationally-recognized quality certification? INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP
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Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.3**GO TO C.3****b8**

B.8x	Please specify the internationally recognized quality certifications.
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Specify certifications	b8x
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C. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now, we turn to the establishment's operations**

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

Yes	1	
No	2	GO TO C.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.6
		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	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		c5

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

Yes	1	
No	2	GO TO C.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.10
		c6

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

	Number
Number of power outages in a typical month	c7 IF 0, GO TO C.9
DON'T KNOW (SPONTANEOUS)	-9 GO TO C.9

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

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-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.

	Percent	OR	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c9a %		c9b	-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 C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.12
		c10

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 generators	c11 %
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	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b
		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?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

c14

C.22b	At the present time, does this establishment have its own website or social media page?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

COVC.4	Did this establishment experience any of the following changes in response to the COVID-19 outbreak? INTERVIEWER: READ OUT
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	Yes	No	DON'T KNOW (SPON.)	Don't know
Started or increased business activity online? COVc4a	1	2	-9	-99

C.30	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 5
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
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	<p>In fiscal year [Insert last complete fiscal year], what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales?</p> <p>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.</p>
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A IS MANUFACTURING SELECT (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

D.1a3	What percentage of total sales does the main activity or product represent?
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	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2	In fiscal year [Insert last complete fiscal year] , what were this establishment's total annual sales for all products and services?
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	[Insert LCUs]
"Total annual sales in fiscal year [insert last complete fiscal year] "	d2
DON'T KNOW (SPONTANEOUS)	-9

PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)

d2x

COVB.2	Comparing this establishment's sales for [insert last completed month] with the same month in 2019, did sales increase, remain the same, or decrease?
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Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99
COVb2a	

GO TO QUESTION N.3

GO TO QUESTION N.3

	Percent
By what percentage did the sales increase?	COVb2b %
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

	Percent
By what percentage did the sales decrease?	COVb2c %
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

N.3	Looking back to fiscal year [Insert last complete fiscal year minus two] , what were total annual sales for this establishment?
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	[Insert LCUs]
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

EUD.1	Coming back to fiscal year [Insert last complete fiscal year] , what percentage of this establishment's sales was sold by using each of the following methods: SHOW CARD 6
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	Percent	DON'T KNOW (SPONTANEOUS)
Direct sales at the establishment's premises	EUD1a %	-9
Direct sales by phone and email orders	EUD1b %	-9

QUESTIONNAIRE NUMBER **id**

0								
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Online channels (Web-based platforms, social media platforms, establishment's website, smartphone app)	EUd1c %	
Other	EUd1d %	-9
	100%	

D.3 In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's sales were:
SHOW CARD 7

	Percent	DON'T KNOW (SPONTANEOUS)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100, GO TO D.10

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

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

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10 In fiscal year **[Insert last complete fiscal year]**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

GO TO D.12

D.11 In fiscal year **[Insert last complete fiscal year]**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

D.12	In fiscal year [Insert last complete fiscal year] , what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 8
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	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

IF 0, GO TO EUD.2

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

D.13	Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year [Insert last complete fiscal year] imported directly?
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Yes	1	
No	2	GO TO EUD.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO EUD.2
	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
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO EUD.2

D.15a	In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
DOES NOT APPLY (SPONTANEOUS)	-7

d15a

EUD.2	Currently, what is this establishment's main technology to manage procurement and suppliers chain? SHOW CARD 9
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Manual search of suppliers without storing supplier's information in centralized database	1
Database of suppliers manually updated using computers with general purpose software	2
Supplier Relation Management software (SRM)	3
E-procurement with electronic orders integrated to specialized supply chain management systems	4
Other	5
NOT APPLICABLE	-7
DON'T KNOW (SPONTANEOUS)	-9

Eud2

EUD.3	Does this establishment engage in formal planning of service provision?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO EUD.6

GO TO EUD.6

Eud3

EUD.4	What is the main method used by this establishment for planning service provision? SHOW CARD 10
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Handwritten processes	1
Computers with standard software such as Excel or equivalent	2
Specialized software for demand forecasting or demand planning	3
Enterprise Resource Planning (ERP) or equivalent software integrated with other back office functions	4
Other	5
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

Eud4

EUD.6	Over the last three years, did any of these factors prevent this establishment from increasing its capacity of producing goods or offering services? INTERVIEWER: READ OUT OPTIONS
--------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)
Taxes and contribution rates Eud6a	1	2	-9
Labor regulations about hiring and firing Eud6b	1	2	-9
Market demand Eud6c	1	2	-9

COVC.2	Comparing <u>insert option</u> for <u>insert last completed month</u> with the same month in 2019, did it (they) increase, remain the same, or decrease? INTERVIEWER: READ OUT
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	Increase	Remain the same	Decrease	DON'T KNOW (SPONTANEOUS)	Don't know
The demand for this establishment's products and services COVc2b	1	2	3	-9	-99
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9	-99

D.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 11
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						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

R. MANAGEMENT PRACTICES**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about management practices in this establishment.

R.1 Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?
SHOW CARD 12

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r1

R.2 Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

Yes	1	
No	2	GO TO R.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.4
		r2

R.3 Over fiscal year **[Insert last complete fiscal year]**, how many performance indicators were monitored at this establishment?
INTERVIEWER: READ OUT

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
DON'T KNOW (SPONTANEOUS)	-9

r3

R.4 Over fiscal year **[Insert last complete fiscal year]**, did this establishment have service provision targets? Examples of service provision targets are: sales, customer satisfaction, efficiency, waste, or on-time delivery.

Yes	1	
No	2	GO TO R.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.8
		r4

R.5	Over fiscal year [Insert last complete fiscal year] , what best describes the time frame of service provision targets at this establishment? SHOW CARD 13
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Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
DON'T KNOW (SPONTANEOUS)	-9

r5

R.6	Over fiscal year [Insert last complete fiscal year] , how easy or difficult was it for this establishment to achieve its service provision targets overall? SHOW CARD 14
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Achieved without much effort	1
Achieved with some effort	2
Achieved with normal amount of effort	3
Achieved with more than normal effort	4
Only achieved with extraordinary effort	5
Targets were not achieved	6
DON'T KNOW (SPONTANEOUS)	-9

r6

R.7	Over fiscal year [Insert last complete fiscal year] , who was aware of the service provision targets at this establishment? SHOW CARD 15
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Only senior managers	1
Most managers and some production workers	2
Most managers and most production workers	3
All managers and most production workers	4
DON'T KNOW (SPONTANEOUS)	-9

r7

R.8	Over fiscal year [Insert last complete fiscal year] , did this establishment have performance bonuses for managers?
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Yes	1	GO TO R.10
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.10
		r8

R.9	Over fiscal year [Insert last complete fiscal year] , what were managers' performance bonuses mostly based on? INTERVIEWER: READ OUT
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INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4

Their own performance	1	r9
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	

R.10	Over fiscal year [Insert last complete fiscal year] , what was the primary way non-managers were promoted at this establishment? SHOW CARD 16
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INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability	1	r10
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	

R.11	Over fiscal year [Insert last complete fiscal year] , when was an under-performing non-manager reassigned or dismissed? SHOW CARD 17
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INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1	r11
After 6 months of identifying under-performance	2	
Rarely or never	3	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	

E. DEGREE OF COMPETITION

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would now like to ask you some questions about the competition that this establishment faces.

E.1 In fiscal year **[Insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 18

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.6

e1

E.2 In fiscal year **[Insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e11

0									
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E.30	Using the response options on the card; To what degree are Practices of Competitors in the Informal Sector an obstacle to the current operations of this establishment? SHOW CARD 19
-------------	---

						(SPONTANEOUS)						
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30						0	1	2	3	4	-9	-7

H. INNOVATION**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1 During the last three years, has this establishment introduced new or improved product or services?

Yes	1	GO TO H.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h1

H.2 Were any of the new or improved products or services also new for the establishment's main market?

Yes	1	h2
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

H.3 Please describe in detail the **main** new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h3x**

H.4 Please describe in detail how the **main** new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h4x**

H.5	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
------------	--

Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8

h5

H.6	<p>Please describe in detail the <u>main</u> new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.</p>
------------	--

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h6x
--	------------

H.7	<p>Please describe in detail how the <u>main</u> new or improved process is different than the most similar process that is or was used by this establishment.</p>
------------	--

IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h7x
--	------------

H.8	<p>During fiscal year [Insert last complete fiscal year], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
------------	--

Yes	1	
No	2	GO TO G.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.6

h8

H.9	<p>During fiscal year [Insert last complete fiscal year], how much did this establishment spend on research and development activities, either in-house or contracted with other companies?</p>
------------	--

	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to turn to a different matter.

COVB.1a Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

Yes	1	
No	2	<i>GO TO B.2</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.2</i>
Don't know	-99	<i>GO TO B.2</i>
		COVB1a

COVB.1b For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?

Weeks the establishment was closed	COVB1b
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

G.6 Of the **buildings** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9

G.1 Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7

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

Yes	1	
No	2	<i>GO TO G.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G.5</i>
		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 (SPONTANEOUS)	-6
APPLICATION DENIED (SPONTANEOUS)	-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
REFUSAL (SPONTANEOUS)	-8

g4

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30

G.5	What is the total selling area of this establishment?
------------	---

Area	
DON'T KNOW (SPONTANEOUS)	-9

GO TO G30

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) <u>g5bx</u>	4

g5b

G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 19
-------------	---

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	(SPONTANEOUS) DOES NOT APPLY
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 including internet security?

Yes	1	
No	2	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.3
		i1

- 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?

	As a percentage of sales	OR	[Insert LCUs]	DON'T KNOW (SPONTA NEOUS)
Annual cost of security	i2a %		i2b	-9

- I.3** In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

Yes	1	
No	2	GO TO I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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, arson, internet hacking or fraudulent internet transactions that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	As a percentage of sales	OR	[Insert LCUs]	DON'T KNOW (SPONTAN EOUS)
Annual losses	i4a %		i4b	-9

QUESTIONNAIRE NUMBER **id**

0								
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I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 19
-------------	--

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle			
Crime, theft and disorder i30	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

K.3 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 20

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-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 new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	GO TO K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.6
		k4

N.5 In fiscal year **[Insert last complete fiscal year]**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	n5a	-9
Land and buildings including expansion and renovations of existing structures?	n5b	-9

K.5	Over fiscal year [Insert last complete fiscal year] , please estimate the proportion or [Insert LCU] amount of this establishment's total purchases of fixed assets that were financed from the following sources: SHOW CARD 21
------------	---

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONT ANEOU S)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj%		k5hdj1	-9
	100%		n5a+n5b	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
UNLESS RESPONDENT DOES NOT KNOW**

COVE.1	Since the outbreak of COVID-19, has/have this establishment's [insert option] increased, remained the same, or decreased? INTERVIEWER: READ OUT
---------------	---

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)	Don't know
Liquidity or cash flow COVe1a	1	2	3	-9	-99

ASK ONLY IF COVE1A = 3

COVE.2	Since the outbreak of COVID-19, what has been the main source this establishment has used to deal with cash flow shortages?
---------------	---

Loans from commercial banks	1
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	2
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	3
Delaying payments to suppliers or workers	4
Government grants	5
None of the above	6
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COVe2

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about the establishment's present situation.

K.6 At this time, does this establishment have a checking (current) or savings account?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k6

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k7

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

Yes	1	
No	2	GO TO K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 22

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
DON'T KNOW (SPONTANEOUS)	-9

k9

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 line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	[Insert LCUs]
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	GO TO K.15b
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15b
	k13	

K.14 Referring only to this most recent line of credit or loan, 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?

	[Insert LCUs]
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

K.15b What is the total number of open lines of credit and outstanding loans held by this establishment?

	Number	
Total number of open lines of credit and outstanding loans	k15b	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d

K.15c What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	[Insert LCUs]
Total outstanding balance of all open lines of credit and loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k15d

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

Yes	1	GO TO K.20
No	2	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 23

No need for a loan - establishment had sufficient capital	1	GO TO K.21
Application procedures were complex	2	GO TO K.21
Interest rates were not favorable	3	GO TO K.21
Collateral requirements were too high	4	GO TO K.21
Size of loan and maturity were insufficient	5	GO TO K.21
Did not think it would be approved	6	GO TO K.21
Other	7	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k17

K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?
INTERVIEWER: READ OUT

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

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?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k21

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 24
-------------	--

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to finance	k30	0	1	2	3	4	

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

Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".

SHOW CARD 25**(SPONTANEOUS)**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7

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.)

	Percent
Senior management's time spent on dealing with regulations	j2 %
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 or required to meet with them?

Yes	1	
No	2	GO TO EUJ.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO EUJ.1
		j3

J.4

Over the last year, how many times was this establishment visited or 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
REFUSAL (SPONTANEOUS)	-8

j5

EUJ.1	Over the last year, did this establishment complete the process of paying of taxes entirely online?
--------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

EUj1

EUJ.2	<p>In reference to this establishment's experience with the process of paying taxes, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements:</p> <p>SHOW CARD 25</p>
--------------	--

					(SPONTANEOUS)	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
INTERVIEWER: READ OUT EACH OPTION Tax officials were professional and impartial EUj2a	1	2	3	4	-9	-7
Tax officials were transparent when making decisions regarding this establishment EUj2b	1	2	3	4	-9	-7
This establishment was able to voice complaints EUj2c	1	2	3	4	-9	-7

J.6a	Over the last year, has this establishment secured or attempted to secure a government contract?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.7

GO TO J.7

j6a

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 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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?
------------	---

	As a percentage of sales	OR	[Insert LCUs]	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-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 J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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
REFUSAL (SPONTANEOUS)	-8

j12

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO EUJ.5

GO TO EUJ.5

j13

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

EUJ.3 Was the application submitted online?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

EUj3

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
REFUSAL (SPONTANEOUS)	-8

j15

EUJ.4

In reference to this establishment's experience of the whole process of obtaining an operating license, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: **SHOW CARD 25**

INTERVIEWER: READ OUT EACH OPTION

	(SPONTANEOUS)					
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
Public officials were professional and impartial EUj4a	1	2	3	4	-9	-7
Public officials were transparent in making decisions regarding this establishment EUj4b	1	2	3	4	-9	-7
This establishment was able to voice complaints EUj4c	1	2	3	4	-9	-7

EUJ.5

It is often said that firms make gifts or informal payments to public officials to gain advantages in the drafting of laws, decrees, regulations or other binding government decisions. Using the scale in the show card, please tell me to what extent have the following practices had a direct impact on this establishment. **SHOW CARD 26**

INTERVIEWER: READ OUT EACH OPTION

						(SPONTANEOUS)	
INTERVIEWER: READ OUT EACH OPTION	No impact	Minor impact	Moderate impact	Major impact	Very Major impact	DON'T KNOW	DOES NOT APPLY
Payments, gifts or exchange of favors with parliamentarians to affect their votes EUj5a	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with national government officials to affect the content of government decrees EUj5b	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with local or regional government officials to affect their votes or content of local or regional decrees EUj5c	0	1	2	3	4	-9	-7

COVF.1	Since the outbreak of COVID-19, has this establishment received any national or local government support in response to the crisis?
---------------	---

Yes	1	GO TO G.1 GO TO G.1 GO TO G.1 COVF1
No, but expect to receive it in the next 3 months	2	
No	3	
DON'T KNOW (SPONTANEOUS)	-9	
Don't know	-99	

COVF.2	Did any of these measures involve any of the following:
---------------	---

	Yes	No	DON'T KNOW (SPON)	Don't know
Cash transfers for businesses COVF2a	1	2	-9	-99
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. COVF2b	1	2	-9	-99
Access to new credit COVF2c	1	2	-9	-99
Fiscal exemptions or reductions COVF2d	1	2	-9	-99
Wage Subsidies COVF2e	1	2	-9	-99
Other (specify COVF2fx) COVF2f	1	2		

J.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 27
-------------	--

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7
Occupational safety regulations EUj6a	j30_safety_pos	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER **id**

0								
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Health and hygiene regulations EUj6b	j30_health_pos	0	1	2	3	4	-9	-7
Environmental regulations EUj6c	j30_environment_pos	0	1	2	3	4	-9	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

INTERVIEWER READ OUT:

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's labor force.

L.1	<p>At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
------------	--

	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2	<p>Looking back, at the end of fiscal year [Insert last complete fiscal year minus two], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
------------	---

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5	<p>At the end of fiscal year [Insert last complete fiscal year], in this establishment how many permanent, full-time workers were female?</p>
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	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

EUL.1	<p>At the end of fiscal year [Insert last complete fiscal year], what percentage, or how many, of the full-time permanent workers of the establishment were foreign citizens?</p> <p>Please provide the percentage or number, not both.</p>
--------------	--

	Percent	OR	Number
Full-time permanent workers that were foreign citizens	EUI1a %		EUI1b
NONE	0		0
DON'T KNOW (SPONTANEOUS)	-9		-9

EUL.2	For the following types of skills, how do you rate the level of skills of this establishment's current full-time permanent workers compared to the needs of the establishment? SHOW CARD 28
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Randomize options		Below required	As required	Above required	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Foreign languages	EUI2a	0	1	2	-9	-7
Interpersonal and communication skills	EUI2b	0	1	2	-9	-7
Problem solving or critical thinking	EUI2c	0	1	2	-9	-7
Managerial and leadership skills	EUI2d	0	1	2	-9	-7
Computer or general IT skills	EUI2e	0	1	2	-9	-7
Natural sciences, mathematics or engineering skills	EUI2f	0	1	2	-9	-7
Technical skills (other than IT), vocational, or job-specific skills	EUI2g	0	1	2	-9	-7

L.6	How many full-time seasonal or temporary workers did this establishment have during [Insert last complete fiscal year] ? Full-time, seasonal or temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time.
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	Number	
Full-time seasonal or temporary workers employed last fiscal year	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO L.9b
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.9b

L.6a	How many full-time seasonal or temporary workers during fiscal year [Insert last complete fiscal year] , were female?
-------------	--

	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

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

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

COVID.3 Since the outbreak of the COVID-19, has the total number of this establishment's **[insert option]** increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)	Don't know
Permanent workers COVID3a	1	2	3	-9	-99
Temporary workers COVID3b	1	2	3	-9	-99

ASK ONLY IF COVID3B = 3

COVID.6 Since the outbreak of COVID-19, how many workers have been laid off due to the COVID-19 outbreak?

Number workers laid off	COVID6
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

COVID.8 Since the outbreak of COVID-19, how many workers have been furloughed? **[insert equivalent local term for furlough]**

Number workers put on furlough [insert equivalent local term for furlough]	COVID8
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9
Does not apply	-77
Don't know	-99

L.9b	<p>What percentage or how many of the full-time permanent workers employed at the end of fiscal year [Insert last complete fiscal year] completed secondary school?</p> <p>Please provide the percentage or number, not both.</p>
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	Percent	OR	Number
Percentage or number of full time permanent workers who completed secondary school	19b %		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

EUL.3	<p>At the end of fiscal year [Insert last complete fiscal year], what percentage or how many of the full-time permanent workers had a university degree?</p> <p>Please provide the percentage or number, not both.</p>
--------------	---

	Percent	OR	Number
Percentage or number of full-time permanent workers with a university degree	EUI3a %		EUI3b
NONE	0		0
DON'T KNOW (SPONTANEOUS)	-9		-9

L.10	Over fiscal year [Insert last complete fiscal year] , did this establishment have formal training programs for its permanent, full-time workers?
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Yes	1	GO TO EUL.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO EUL.6

110

EUL.4	<p>What was the main reason why this establishment did not conduct any formal training programs for its permanent full-time employees?</p> <p>SHOW CARD 29</p>
--------------	--

Too expensive or not cost efficient	1	GO TO EUL.6
Training programs or trainers were not available	2	GO TO EUL.6
Training would not be useful	3	GO TO EUL.6
If training provided, workers will leave for other firms	4	GO TO EUL.6
Cannot afford for my staff not to work while taking the training	5	GO TO EUL.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO EUL.6

EUI4

EUL.5	What was the primary focus of the formal training programs? SHOW CARD 30
--------------	--

Foreign languages	1
Interpersonal and communication skills	2
Problem solving or critical thinking	3
Managerial and leadership skills	4
Computer or general IT skills	5
Technical skills (other than IT), vocational, or job-specific skills	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

EUI5

EUL.6	Over the last two completed fiscal years, did this establishment have any job vacancies?
--------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.30

GO TO L.30

EUI6

EUL.7	Did the establishment encounter any of the following problems when trying to fill these vacancies? READ EACH OPTION ALOUD
--------------	---

Problem		Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few applicants	EUI7a	1	2	-9
Applicants lacked required skills	EUI7b	1	2	-9
Applicants rejected the offer	EUI7c	1	2	-9

EUL.8	Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills: SHOW CARD 31
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Randomize options		Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Foreign languages	EUL8a	0	1	2	3	-9	-7
Interpersonal and communication skills	EUI8b	0	1	2	3	-9	-7
Problem solving or critical thinking	EUI8c	0	1	2	3	-9	-7

0								
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Managerial and leadership skills EUI8d	0	1	2	3	-9	-7
Computer or general IT skills EUI8e	0	1	2	3	-9	-7
Natural sciences, mathematics or engineering skills EUI8f	0	1	2	3	-9	-7
Technical skills (other than IT), vocational, or job-specific skills EUI8g	0	1	2	3	-9	-7

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 32
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						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

IF RESPONDENT FOR SECTION L DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

GDPR.1b Do you consent to having this information provided to the World Bank Group?

	YES	NO	
Section L respondent	1	2	gdpr1b

A.15a Please complete the following information about the interviewee

	Position in the establishment	Years with the establishment	Gender	Email
Section L respondent	a15a1bx	a15a2b	a15b3	Email2x

**ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS)
ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE.
FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL (SPONTANEOUS)**

IF RESPONDENT FOR SECTION L DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING AT THE END OF THE INTERVIEW WITH RESPONDENT FOR SECTION L

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.
INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.

	POSITION
1-Access to finance	m1a_finance_pos
2-Access to land	m1a_land_pos
3-Business licensing and permits	m1a_permit_pos
4-Corruption	m1a_corruption_pos
5-Courts	m1a_courts_pos
6-Crime, theft and disorder	m1a_crime_pos
7-Customs and trade regulations	m1a_trade_pos
8-Electricity	m1a_electricity_pos
9-Inadequately educated workforce	m1a_workforce_pos
10-Labor regulations	m1a_labor_pos
11-Political instability	m1a_instability_pos
12-Practices of competitors in the informal sector	m1a_informal_pos
13-Tax administration	m1a_taxadmin_pos
14-Tax rates	m1a_taxrate_pos
15-Transport	m1a_transport_pos

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.

N. PERFORMANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey..

N.2	From this establishment's Income Statement for fiscal year [Insert last complete fiscal year] , please provide the following information: SHOW CARD 33
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INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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COVG.2	Keeping the cost structure as it is now, how many weeks would this establishment be able to remain open if its sales stopped as of today?
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Weeks the establishment would remain open	COVG2
DON'T KNOW (SPONTANEOUS)	-9
Don't know	-99

IF RESPONDENT FOR SECTION N DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

GDPR.1c	Do you consent to having this information provided to the World Bank Group?
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	YES	NO	
Section N respondent	1	2	gdpr1c

A.15a Please complete the following information about the interviewee

	Position in the establishment	Years with the establishment	Gender	Email
Section N respondent	a15a1cx	a15a2c	a15c3	Email3x

**ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS)
ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE.
FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL (SPONTANEOUS)**

IF RESPONDENT FOR SECTION N DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING AT THE END OF THE INTERVIEW WITH RESPONDENT FOR SECTION N

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

POST-INTERVIEW INFORMATION

INTERVIEWER READ AT THE END OF THE INTERVIEW:

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

GDPR.1a	Do you consent to having this information provided to the World Bank Group?
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	YES	NO	
Main respondent	1	2	gdpr1a

A.15a1	Please indicate which option best describes the main respondents position:
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Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) a15alax	10

a15a1

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

	Position in the establishment	Years with the establishment	Gender	Email
Main respondent		a15a2a	a15a3	Email1x

ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL

READ THE FOLLOWING TO THE RESPONDENT

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

**INTERVIEWER: THE SURVEY ENDS HERE.
PLEASE FILL OUT THER REMAINING INFORMATION ON YOUR OWN**

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The responses to the questions regarding figures (productivity and employment numbers) were:

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

A.18 This questionnaire was completed in:

QUESTIONNAIRE NUMBER **id**

0								
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One visit in face-to-face interview with one person	1	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
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Hour	Minutes

a19h **a19m**

SUPERVISOR SECTION

A.13 Supervisor code **a13**

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INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2