

QUESTIONNAIRE NUMBER **id**

PREFERENCE NUMBER **preference**


**THE WORLD BANK**  
**Vietnam Enterprise Survey**  
*Services Module (2015)*

GPS Coordinates	
Degrees North (Latitude)	<b>lat</b>
Degrees East (Longitude)	<b>lon</b>

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

A.0 Questionnaire <b>a0</b>	Module
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

A.3c Is this city the main business city? <b>a3c</b>	
Yes	1
No	2

A.1 Country <b>a1</b>
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A.1a Language <b>a1a</b>
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A.2 [customize] <b>a2</b>	Sampling Region
Red River Delta	1
North Central Area & Central Coast Area	2
South East	3
Mekong River Delta	4

A.3a [customize] <b>a3a</b>	Screener Region (coded ex post)
Red River Delta	1
North Central Area & Central Coast Area	2
South East	3
Mekong River Delta	4

A.3x Name of city/town/village <b>a3x</b>
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A.3b Is this city the official capital city? <b>a3b</b>	
Yes	1
No	2

A.3 Size of locality <b>a3</b>	
City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry	Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
Manufacturing :Section D	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
	Publishing, printing, and Recorded media	22
	Refined petroleum product	23
	Chemicals	24
	Plastics & rubber	25
	Non metallic mineral products	26
	Basic metals	27
	Fabricated metal products	28
	Machinery and equipment (29&30)	29

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	Electronics (31&32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
	Recycling	37	37
<b>Retail</b>	Retail	52	52
<b>Other Services</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

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

**a5**

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

**A.6 Size**

	<b>Sampling size</b> <b>a6a</b>	<b>Screener Size</b> <b>a6b</b>
Small $\geq 5$ and $\leq 19$	1	1
Medium $\geq 20$ and $\leq 99$	2	2
Large $\geq 100$	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	<b>a7a</b>
<b>DON'T KNOW</b>	<b>-9</b>

**A.8a** Type of establishment

**a8a**

HQ with production and/or sales in this location	1
Establishment other than HQ	2
<b>DOES NOT APPLY</b>	<b>-7</b>

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

**a9**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

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

**a10**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11** If HQ, are financial statements independent from the rest of establishments?

**a11**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11a** How many establishments are included in the financial statements, including headquarters?

Number of establishments in the financial statements	<b>a11a</b>
<b>DON'T KNOW</b>	<b>-9</b>

**A.12** Interviewer code

**a12**

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**A.13** Supervisor code

**a13**

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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

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

The goal of this survey is to gather information and opinions about the business environment in Vietnam. 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.

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**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 in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION B.2**

**b1**

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

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

	Percent
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**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?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION B.5  
GO TO QUESTION B.5**

**b4**

**B.4a** What percentage of the firm is owned by females?

	Percent
Percentage of female ownership	<b>b4a%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

	Number
Full-time employees at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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<b>B.6a</b>	Was this establishment formally registered when it began operations?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

<b>B.6b</b>	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.7a</b>	Is the Top Manager female?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7a**

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

**GO TO QUESTION C.3**

**GO TO QUESTION C.3**

**b8**

<b>B.8x</b>	Please specify the internationally-recognized quality certifications
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Specify Certifications	<b>b8x</b>
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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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.6****GO TO QUESTION 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	<b>c4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.10****GO TO QUESTION 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	<b>c7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.9****GO TO QUESTION C.9**

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

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

**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
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	LCUs
<b>Annual losses due to power outages</b>	<b>c9b</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**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	<b>c11</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.22a</b> <b>GO TO QUESTION C.22a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c12**



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<b>C.13</b>	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?
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	Days
Wait for water connection	<b>c13</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.14</b>	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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>

**c14**

<b>C.22a</b>	At the present time, does this establishment use e-mail to communicate with clients or suppliers?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

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

**c22b**

<b>C.30</b>	Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
	Using the response options on the card; To what degree is <b>Telecommunications</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Electricity	<b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Telecommunications	<b>c30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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.

<b>D.1a1</b>	<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><b>ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "DATA CONSULTING IT SERVICES" NOT JUST IT SERVICES</b></p>
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**Description**

	<b>d1a1x</b>
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**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

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

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

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

<b>D.2</b>	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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	<b>LCUs</b>
Last complete fiscal year's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>d2x</b>

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<b>N.3</b>	Looking back at the end of fiscal year [insert last complete fiscal year minus two], what were total annual sales for this establishment?
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	LCUs
Total annual sales three years ago	<b>n3</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>n3x</b>

<b>D.3</b>	Coming back to fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: <b>(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)</b> <b>SHOW CARD 4</b>
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	Percent	DON'T KNOW (SPONTANEOUS)
National sales	<b>d3a %</b>	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b %</b>	<b>-9</b>
Direct exports	<b>d3c %</b>	<b>-9</b>
	<b>100%</b>	

**IF 100, GO TO QUESTION D.10**

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

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	<b>d8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

<b>D.10</b>	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?
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	Percent
Losses due to theft as percentage of the value of the products	<b>d10 %</b>
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**GO TO QUESTION D.17**

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<b>D.11</b>	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?
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	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

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO D.30**

<b>D.17</b>	At the present time, when this establishment receives its main sales item, on average, how many days of inventory measured in days of sales, does this establishment keep? (INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)
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	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

<b>D.30</b>	Using the response options on the card; To what degree is <b>Transport</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 5</b>  Using the response options on the card; To what degree is <b>Customs and Trade Regulation</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 5</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) 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

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**E. DEGREE OF COMPETITION**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

**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 6**

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

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**H. INNOVATION**


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**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.

**INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.**

**PRODUCT INNOVATION**

<b>H.1</b>	During the last three years, has this establishment introduced new or significantly improved products or services? <b>SHOW CARD 7 FOR EXAMPLES</b>
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION EAH.11**GO TO QUESTION EAH.11***h1**

<b>H.2</b>	Were any of the new or significantly improved products or services also new for the establishment's main market?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2****INTERVIEWER READ THE FOLLOWING**

The next questions are about this establishment's main new or significantly improved product or service. The main new or significantly improved product or service is the one that represented the largest proportion of this establishment's sales in value during fiscal year [insert last complete fiscal year].

<b>EAH.2x</b>	Please describe in detail the <u>main</u> new or significantly improved product or service that this establishment introduced during the last three years.
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**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****eah2x**

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<b>EAH.2a</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's total sales was represented by sales from the main new or significantly improved product or service?
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	Percent
Percentage of sales from the main new or significantly improved product or service	<b>eah2a %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>EAH.4</b>	I will now ask you a few questions about the main new or significantly improved product or service compared with <u>all other</u> products and services already produced in this establishment. <b>READ EACH OPTION ALOUD</b>
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	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOESN'T APPLY (SPONTANEOUS)</b>
Does it have completely new functions? <b>eah4a</b>	1	2	<b>-9</b>	
Is it cheaper to produce or offer? <b>eah4b</b>	1	2	<b>-9</b>	<b>-7</b>
Is it a better quality product or service? <b>eah4c</b>	1	2	<b>-9</b>	<b>-7</b>

<b>EAH.10</b>	By who was the main new or significantly improved product or service developed? <b>SHOW CARD 8</b>
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Entirely by this establishment	1
By this establishment in cooperation with another firm or institution (e.g. parent firm, other firm, research or government institution)	2
Entirely by another firm or institution (e.g. headquarters, sister company or any other firm within your company or independent from your company)	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**eah10**

<b>EAH.11</b>	During the last three years, did this establishment <b>attempt to develop</b> a new or significantly improved product or service that was <b>READ EACH OPTION ALOUD</b>
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	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Abandoned or suspended before completion <b>eah11a</b>	1	2	<b>-9</b>
Still ongoing at the end of fiscal year <b>[insert last complete fiscal year]</b> <b>eah11b</b>	1	2	<b>-9</b>

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**PROCESS INNOVATION**

<b>H.3</b>	During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? <b>SHOW CARD 9 FOR EXAMPLES</b>
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h3**

<b>H.4a</b>	During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services? <b>SHOW CARD 10 FOR EXAMPLES</b>
-------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4a**

<b>H.4b</b>	During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? <b>SHOW CARD 11 FOR EXAMPLES</b>
-------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4b**

**INTERVIEWER, PLEASE MARK THE FOLLOWING BASED ON THE ABOVE 3 QUESTIONS**

<b>ANY</b> of above 3 questions are "yes"	1
<b>NONE</b> of 3 above questions are "yes"	2

**CONTINUE WITH EAH.12**

**GO TO QUESTION H.5**

**eah4s**

**INTERVIEWER READ OUT THE FOLLOWING**

The next questions refer to this establishment's main new or significantly improved process, that is, the new or significantly improved process that had the largest impact on the operations of the establishment.

<b>EAH.12</b>	Does the <u>main</u> new or significantly improved process: <b>READ EACH OPTION ALOUD</b>
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QUESTIONNAIRE NUMBER

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	Yes	No	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Automate manual processes, partially or fully? <b>eah12a</b>	1	2	-9	-7
Introduce a new technology or method? <b>eah12b</b>	1	2	-9	-7

<b>EAH.13</b>	By who was the main new or significantly improved process developed? <b>SHOW CARD 12</b>
---------------	---

Entirely by this establishment	1
By this establishment in cooperation with another firm or institution (e.g. parent firm, other firm, research or government institution)	2
Entirely by another firm or institution (e.g. headquarters, sister company or any other firm within your company or independent from your company)	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**eah13**

**ORGANIZATIONAL INNOVATION**

<b>H.5</b>	During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? <b>SHOW CARD 13 FOR EXAMPLES</b>
------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION H.6**

**h5**

<b>EAH.14</b>	During the last three years, did the establishment make any changes in its organizational structure in any of the following ways: <b>READ EACH OPTION ALOUD</b>
---------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Create a new unit or department <b>eah14a</b>	1	2	-9	-7
Dissolve any units or department <b>eah14b</b>	1	2	-9	-7
Merge any units or department <b>eah14c</b>	1	2	-9	-7

**MARKETING INNOVATION**

<b>H.6</b>	During the last three years, has this establishment introduced new or significantly improved marketing methods? <b>SHOW CARD 14 FOR EXAMPLES</b>
------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

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## INNOVATION ACTIVITIES

<b>H.7</b>	During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys? <b>SHOW CARD 15 FOR EXAMPLES</b>
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

h7

<b>H.8</b>	In fiscal year [insert last complete fiscal year], how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
------------	---

	<b>LCU</b>
<b>Cost of formal research and development activities</b>	<b>h8</b>
<b>NONE (SPONTANEOUS)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>EAH.15</b>	During the last three years did this establishment provide <b>formal training</b> to any of its employees specifically for the development and/or introduction of new or significantly improved products or services and processes?
---------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

eah15

<b>EAH.16</b>	During the last three years did this establishment <b>purchase or license any patented or non-patented inventions, or other types of knowledge</b> for the development of new or significantly improved products or services and processes?
---------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

eah16

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**G. LAND AND PERMITS**

<b>G.6</b>	Of the <b>buildings</b> occupied by this establishment, what percentage is owned and what percentage is rented or leased? <b>SHOW CARD 16</b>
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	<b>g6a</b> %	<b>-9</b>
Rented or leased by this establishment	<b>g6b</b> %	<b>-9</b>
Other	<b>g6c</b> %	<b>-9</b>
	<b>100%</b>	

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

<b>G.1</b>	Of the <b>land</b> occupied by this establishment, what percent is: <b>SHOW CARD 17</b>
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	<b>g1a</b> %	<b>-9</b>	<b>-7</b>
Rented or leased by this establishment	<b>g1b</b> %	<b>-9</b>	<b>-7</b>
Other	<b>g1c</b> %	<b>-9</b>	<b>-7</b>
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A  
BUILDING**

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

Yes	1	
No	2	<b>GO TO QUESTION G.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION G.5</b>
	<b>g2</b>	

<b>G.3</b>	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	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**g4**

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30**

<b>G.5</b>	What is the total selling area of this establishment?
------------	---

Area	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**g5a**

**SPECIFY UNITS**

Square Feet	1
Square Yards	2
Square Meters	3
<b>OTHER (SPECIFY) _____g5bx_____</b>	<b>4</b>

**g5b**

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
-------------	--

						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Access to land <b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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
DON'T KNOW (SPONTANEOUS)	-9

*GO TO QUESTION I.3**GO TO QUESTION 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?

	Percent
Percentage of total annual sales for security	<b>i2a</b> %
DON'T KNOW (SPONTANEOUS)	-9

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

	LCUs
Total annual cost of security	<b>i2b</b>
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 on this establishment's premises?

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

*GO TO QUESTION I.30**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	<b>i4a</b> %
DON'T KNOW (SPONTANEOUS)	-9

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

	LCUs
Total annual value of losses	<b>i4b</b>
DON'T KNOW (SPONTANEOUS)	-9

[illegible]

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

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

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**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.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 was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	<b>k2c</b> %	<b>-9</b>

**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	<b>k3a</b> %	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**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?

Yes	1	<b>GO TO QUESTION K.6 GO TO QUESTION K.6</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
	<b>k4</b>	

QUESTIONNAIRE NUMBER

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<b>N.5</b>	In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of:  <b>INTERVIEWER: READ OUT</b>
------------	---

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5a	-9
Land and buildings	n5b	-9

<b>K.5</b>	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: <b>SHOW CARD 21</b>
------------	---

	Percent	OR	Amount LCU	DON'T KNOW (SPONTANEOUS)
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	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%			

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

<b>K.6</b>	Now let's talk about the establishment's present situation. At this time, does this establishment have a checking (current) or savings account?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6**

<b>K.7</b>	At this time, does this establishment have an overdraft facility?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k8**

**GO TO QUESTION K.15d**  
**GO TO QUESTION K.15d**



QUESTIONNAIRE NUMBER

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

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

**k9**

<b>K.10</b>	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	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	LCUs
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15b**

**GO TO QUESTION K.15b**

**k13**

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

Collateral	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Land, buildings under ownership of the establishment <b>k14a</b>	1	2	<b>-9</b>
Machinery and equipment including movables <b>k14b</b>	1	2	<b>-9</b>
Accounts receivable and inventories <b>k14c</b>	1	2	<b>-9</b>
Personal assets of owner (house, etc.) <b>k14d</b>	1	2	<b>-9</b>
Other forms of collateral not included in the categories above <b>k14e</b>	1	2	<b>-9</b>

QUESTIONNAIRE NUMBER

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

	<b>LCUs</b>
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15b</b>	What is the total number of open lines of credit or outstanding loans held by this establishment?
--------------	---

	<b>Number</b>	
Total number of open lines of credit or outstanding loans	<b>k15b</b>	<b>IF 1, GO TO QUESTION K.15d</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.15d</b>

<b>K.15c</b>	What is the total value of open lines of credit or outstanding loans held by this establishment?
--------------	--

	<b>LCUs</b>
Total value of open lines of credit or outstanding loans	<b>k15c</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15d</b>	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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k15d</b>

<b>K.16</b>	Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any lines of credit or loans?
-------------	--

Yes	1	<b>GO TO QUESTION K.20a1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k16</b>

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

No need for a loan - establishment had sufficient capital	1	<b>GO TO QUESTION K.21</b>
Application procedures were complex	2	<b>GO TO QUESTION K.21</b>
Interest rates were not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements were too high	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO QUESTION K.21</b>

QUESTIONNAIRE NUMBER

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Did not think it would be approved	6	<b>GO TO QUESTION K.21</b> <b>GO TO QUESTION K.21</b> <b>GO TO QUESTION K.21</b>
Other	7	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k17</b>

<b>K.20a1</b>	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? <b>SHOW CARD 24</b>
---------------	--

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k20a1</b>

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k21</b>

<b>K.30</b>	Using the response options on the card; To what degree is <b>Access to Finance</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 25</b>
-------------	---

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	k30	0	1	2	3	4	-9	-7

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**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** I am going to read one 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 26**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	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. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealing with officials and completing forms)

	Percent
Senior management's time spent on dealing with regulations	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>j3</b>

**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	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.7**  
**GO TO QUESTION 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	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

**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 payment	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

	LCUs
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

QUESTIONNAIRE NUMBER

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.13**

**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	<b>j11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j12**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.30**

**GO TO QUESTION J.30**

**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	<b>j14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**J.30** Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?  
**SHOW CARD 27**

ROTATE OPTIONS						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates <b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration <b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits <b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability <b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption <b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts <b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (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 a full shift)  
**(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

- L.2** 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 employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

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

- L.5** Coming back to fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals that worked in this establishment were female?

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Female permanent full-time workers	<b>15</b>	<b>-9</b>

- EAL.5a** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Skilled workers [e.g., managers, administration, sales]	<b>eal5a1</b>	<b>-9</b>
Unskilled workers	<b>eal5a2</b>	<b>-9</b>

- EAL.5b** At the end of fiscal year **[insert last complete fiscal year]**, how many female permanent full-time individuals working in this establishment were:



QUESTIONNAIRE NUMBER

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	Number	DON'T KNOW (SPONTANEOUS)
Female skilled workers	ealb1	-9
Female unskilled workers	ealb2	

<b>L.6</b>	How many full-time seasonal or temporary employees did this establishment employ during <b>[insert last complete fiscal year]</b> ? (Full-time, seasonal or temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)
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	Number
Full-time seasonal or temporary workers employed last fiscal year	16
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**GO TO QUESTION L.9b**

**GO TO QUESTION L.9b**

<b>L.6a</b>	How many full-time seasonal or temporary employees employed during <b>[insert last complete fiscal year]</b> were female?
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	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<b>L.8</b>	What was the average length of employment of all full-time temporary employees in fiscal year <b>[insert last complete fiscal year]</b> ?
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	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
<b>LESS THAN ONE MONTH</b>	1
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<b>L.9b</b>	What is the percentage of full-time permanent workers who completed secondary school?
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	Percent
Percentage of full time permanent workers who completed secondary school	19b
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<b>L.10</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , did this establishment have formal training programs for its permanent, full-time employees?
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QUESTIONNAIRE NUMBER

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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION EAL.10b**

**110**

<b>EAL.10a</b>	Please indicate the main reason why this establishment did not have formal training programs? <b>SHOW CARD 28</b>
----------------	--

Lack of external agencies that can provide training	1	<b>GO TO QUESTION EAL.12</b>
Lack of relevant training programs related to this establishment's work	2	<b>GO TO QUESTION EAL.12</b>
The quality of available training programs is low	3	<b>GO TO QUESTION EAL.12</b>
High cost of training programs	4	<b>GO TO QUESTION EAL.12</b>
No need for formal training programs	5	<b>GO TO QUESTION EAL.12</b>
Unaware of training programs	6	<b>GO TO QUESTION EAL.12</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION EAL.12</b>
		<b>eal10a</b>

<b>EAL.10b</b>	What was the primary focus of the formal training programs? <b>SHOW CARD 29</b>
----------------	--

Managerial and leadership skills	1
Interpersonal and communication skills	2
Writing skills	3
Work ethic and commitment	4
Foreign language skills	5
Computer or general IT skills	6
Technical skills (other than IT), vocational, or job-specific skills	7
Other	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**eal10b**

<b>EAL.12</b>	Over the last two years, were any of the permanent full-time workers of this establishment terminated or left due to lack of the required skills?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**eal12**

<b>EAL.13</b>	Over the last two years, were any of the permanent full-time workers of this establishment terminated or left due to poor performance?
---------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**eal13**

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## FRICTIONS IN LABOR MARKETS

<b>EAL.14</b>	Over the last two years, did this establishment have any vacancies?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

GO TO QUESTION L.30

GO TO QUESTION L.30

eal14

	<b>EAL.15</b> How many of these vacancies were in the <b>[insert category]</b> ?	<b>EAL.16</b> How many of these vacancies were filled?	<b>EAL.17</b> What was the average number of weeks required to fill these vacancies?
	<b>Number</b>	<b>Number</b>	<b>Number</b>
Skilled workers	<b>eal15a</b>	<b>eal16a</b>	<b>eal17a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>	<b>-9</b>
<b>DOESN'T APPLY</b>		<b>-7</b>	<b>-7</b>
Unskilled workers	<b>eal15b</b>	<b>eal16b</b>	<b>eal17b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>	<b>-9</b>
<b>DOESN'T APPLY</b>		<b>-7</b>	<b>-7</b>

## INTERVIEWER:

- IF ANY OF THE CATEGORIES IN EAL.15 =0 OR DON'T KNOW, THEN RECORD -7 IN CORRESPONDING VARIABLE IN EAL.16 AND EAL.17
- IF ANY OF THE CATEGORIES IN EAL.16 =0, THEN RECORD -7 IN CORRESPONDING VARIABLE IN EAL.17

<b>EAL.18</b>	Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills: <b>SHOW CARD 30</b> <b>READ EACH OPTION ALOUD</b>
---------------	--

Skill	Very easy	Easy	Difficult	Very difficult	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOESN'T APPLY (SPONTANEOUS)</b>
Managerial and leadership skills <b>eal18a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Interpersonal and communication skills <b>eal18b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Writing skills <b>eal18c</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Work ethic and commitment <b>eal18d</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Foreign language skills <b>eal18e</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Computer or general IT skills <b>eal18f</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Technical skills (other than IT), vocational, or job-specific skills <b>eal18g</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

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**EAL.19** How many unfilled vacancies does this establishment currently have?

	Number
Establishment current unfilled vacancies	<b>ea119</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO L.30**  
**GO TO L.30**

**EAL.20** Have any of these unfilled vacancies being vacant for more than four months?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ea120**

<b>L.30</b>	Using the response options on the card; To what degree are <b>Labor Regulations</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 31</b>
	Using the response options on the card; To what degree is an <b>Inadequately Educated Workforce</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 31</b>

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations <b>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**M. BUSINESS ENVIRONMENT**


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

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<b>M.1</b>	By looking at card <b>[insert card number]</b> can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>INTERVIEWER: DO NOT READ OUT</b>
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<b>1-Access to finance</b>
<b>2-Access to land</b>
<b>3-Business licensing and permits</b>
<b>4-Corruption</b>
<b>5-Courts</b>
<b>6-Crime, theft and disorder</b>
<b>7-Customs and trade regulations</b>
<b>8-Electricity</b>
<b>9-Inadequately educated workforce</b>
<b>10-Labor regulations</b>
<b>11-Political instability</b>
<b>12-Practices of competitors in the informal sector</b>
<b>13-Tax administration</b>
<b>14-Tax rates</b>
<b>15-Transport</b>

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

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**N. PERFORMANCE**


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**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. 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.

<b>N.2</b>	From this establishment's Income Statement for fiscal year [insert last complete fiscal year], please provide the following information: <b>SHOW CARD 32</b>
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<b>READ OUT</b>	<b>LCUs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of electricity	<b>n2b</b>	<b>-9</b>
<b>ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.</b>		
Total annual cost of sales (cost of finished goods and materials purchased to resell)	<b>n2i</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

**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

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

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

a16

<b>A.17</b>	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

**INTERVIEWER COMMENTS:**

a17x

QUESTIONNAIRE NUMBER

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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

**a18**

<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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Hour	Minutes

**a19h**

**a19m**