

## **Productivity and the Investment Climate Enterprise Survey**

### **About the survey**

The Firm Level Survey of Vietnam is a collaborative effort of Concetti and The World Bank.

The general purpose of the survey is to understand the investment climate in Vietnam and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of Vietnam in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Vietnam, both strengths and weaknesses.

### **PLEASE NOTE**

- 1) Values may be entered with reference to either solar year or fiscal year (you can use either one)**
- 2) All monetary values must be expressed in the national currency, the Vietnamese Dong**

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**CONTROL INFORMATION (to be filled by the enumerator)**

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0.1 ESTABLISHMENT NO: code1

0.2a CITY (NAME): city 0.2b REGION CODE: code2

1= Red River Delta

3=South East

0.2c PROVINCE (NAME): province

2=Southern Central Coastal

4=Mekong River Delta

5=Northern Central

0.3 Is the establishment located in an Industrial Zone? 1=Yes 2=No code3 If Yes, name code3x

0.41 First Interviewer name code41

0.42 First Interviewer number code51

0.51 Second Interviewer name code42

0.52 Second Interviewer number code52

**PLEASE FILL IN THESE QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED**

0.6 How long did the interview last (part 1 only)? code6 minutes

0.7 Was the respondent on time? 1=Yes 2=No code7

0.8 Were you on time? 1=Yes 2=No code8

0.9 How happy or unhappy was the respondent to participate to the survey? code9

1=very unhappy 2=unhappy 3=neutral 4=happy 5=very happy

0.10 How interested was the respondent in the survey? code10

1=very uninterested 2=uninterested 3=neutral 4=interested 5=very interested

0.11 How often did the respondent ask for the questions to be repeated? code11

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.12 How often did the respondent ask for the clarifications of questions/definitions? code12

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.13 Was the respondent interrupted during the interview? code13

1= never

2= 1-5 times

3= 6-10 times

4= more than 10 times

0.14 In what mood was the respondent during the interview? code14

1= very bad mood 2=bad mood 3=neither bad nor good 4=good mood 5=very good mood

0.15 How did the respondent perceive the value of questions and/or purpose of the survey? code15

1= very critical 2=critical 3=neutral 4=positively 5=very positively

## GENERAL INFORMATION

**Note: Questions 1 through 5 apply to your entire firm, including all its establishments.**

1. a. What is the current legal status of your firm/establishment? q01a
- |                                   |     |   |
|-----------------------------------|-----|---|
| Publicly listed company           | = 1 |   |
| Limited liability and FDI company | = 2 |   |
| One member Ltd company            | = 3 | → |
| Joint Stock company               | = 4 | → |
| Partnership                       | = 5 |   |
| Sole proprietorship               | = 6 |   |
| SOE                               | = 7 | → |
| Other (specify: <u>q01ax</u> )    | = 8 |   |
- Does your firm belong to a General Corporation?  
Yes=1 No=2 q01a2

If yes, is it a (1) GC91 q01a3 or (2) GC90
- b. Are you a member or branch of another firm? q01b 1= Yes 2= No
2. What percentage of your firm is owned by:
- |                                  |             |                |                     |
|----------------------------------|-------------|----------------|---------------------|
| a. Private :                     | i. Domestic | <u>q02a1</u> % |                     |
|                                  | ii. Foreign | <u>q02a2</u> % |                     |
| b. Government                    |             | <u>q02b</u> %  | (If > 50%, go to 4) |
| c. Other (specify: <u>q02x</u> ) |             | <u>q02c</u> %  |                     |
| TOTAL                            |             | 100%           |                     |
3. a. Was your firm previously majority-owned by the government? q03a 1= Yes 2= No (go to 4)
- b. When was it equitized? q03b year
4. a. What percentage of your firm is owned by the single largest shareholder or owner? q04a %
- b. Which of the following best describes the largest shareholder or owner in your firm?  
[QUESTION ALLOWS MULTIPLE ANSWERS ONLY IF THERE ARE MULTIPLE OWNERS WITH ROUGHLY EQUAL SHARE, E.G. 3 OWNERS WITH 33.3% EACH]
- Principal Owner(s): 1) q04b1 2) q04b2 3) q04b3 4) q04b4
- SHOW CARD**
- |                                    |   |  |
|------------------------------------|---|--|
| 1. Individual                      | → | c. Is the principal owner (or one of the principal owners) |
| 2. Family                          |   | a female? <u>q04c</u> 1= Yes 2= No                         |
| 3. Domestic company                |   |  |
| 4. Foreign company                 |   |  |
| 5. Bank                            |   |  |
| 6. Investment fund                 |   |  |
| 7. Managers of the firm            |   |  |
| 8. Employees of the firm           |   |  |
| 9. Government or government agency |   |  |
| 10. Other (Specify: <u>q04cx</u> ) |   |  |
5. a. Including this establishment, how many establishments does your firm have in this country? q05a number
- b. Does your firm have holdings, factories, stores or service outlets in other countries? q05b 1=Yes 2=No

**NOTE: For the remainder of this survey, please answer with respect to this establishment.**

6. In what year did your establishment begin operating in this country? q06 year

7. What is your main sector of activity (choose only one)? q07

**SHOW CARD**

- |                                       |   |
|---------------------------------------|---|
| 1 = Food & Beverage                   | 9 = Non-metallic mineral products           |
| 2 = Textiles                          | 10 = Basic metals                           |
| 3 = Apparel                           | 11 = Metal products                         |
| 4 = Leather products                  | 12 = Machinery and equipment                |
| 5 = Wood & wood prod, incl. furniture | 13 = Electrical machinery                   |
| 6 = Paper                             | 14 = Electronics                            |
| 7 = Chemical & Chemical products      | 18 = Construction materials                 |
| 8 = Rubber & plastic products         | 19 = Vehicles and other transport equipment |
|                                       | 20 = Other (specify <u>q071x</u> )          |

8. In 2004

What were your establishment's three main products?	Codes (SHOW LISTS OF ISIC-REV3 4 DIGITS-CODES)	What percent of your establishment total sales was represented by each of them?
1. <u>q08a1x</u>	<u>q08b1</u>	<u>q08c1</u> %
2. <u>q08a2x</u>	<u>q08a2</u>	<u>q08a2</u> %
3. <u>q08a3x</u>	<u>q08a3</u>	<u>q08a3</u> %

9. Thinking of your establishment's major product line in the domestic market, how many competitors do you face? q09 (number) or DK=-666

[ENUMERATOR: USE THE CODE '-555' IF THE PERSON DOES NOT KNOW EXACTLY HOW MANY, BUT KNOWS IT IS MORE THAN 20]

10. Which of the following statements best describes the degree of competition your establishment faces for its main products: q10

**SHOW CARD**

1. We don't have any competitors
2. We have some competition, but its not a major concern
3. We face intense competition from a few important competitors
4. We face intense competition from many competitors
5. Other, please explain q10x (go to 12)

11. If your establishment faces intense competition (3 & 4, above), what are the main two (2) sources of this competition: q11a ; q11b

**SHOW CARD**

1. Individuals
2. State Owned Enterprises
3. Domestic private firms
4. Foreign firms based overseas (i.e., imports)
5. Foreign invested firms in Vietnam
6. Smuggled goods
7. Other, please specify q11x

12. What percentage of your total revenues comes from:

Manufacturing q12a %  
 Services q12b %  
 Commerce q12c %  
 Other (specify: \_\_\_\_\_) q12d %  
 100 %

13. What is the highest level of education of the top manager? q13

**SHOW CARD**

- |  |  |
|--|--|
| 1. Did not complete high school        | 5. Graduate degree (BA, BSc etc.) (cao đẳng) |
| 2. High School                         | 6. Post graduate degree (Ph D, Masters)      |
| 3. Vocational Training                 |  |
| 4. Some College or University training |  |

14. How many years of experience working in this sector did the top manager have before running this establishment? q14 years

- a. Of these, how many years were with a domestic firm? q14a years  
 b. Of these, how many years were with a foreign firm? q14b years

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## SALES AND SUPPLIES

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15. a. 2004 what percent of your establishment's sales were:

- |  |                |                                |
|--|----------------|--------------------------------|
| 1. sold domestically                           | <u>q15a1</u> % |                                |
| 2. exported directly                           | <u>q15a2</u> % | → and in 2003? <u>q15a2a</u> % |
| 3. exported indirectly (through a distributor) | <u>q15a3</u> % | (If 100, go to 16)             |
| <b>TOTAL</b>                                   | <b>100%</b>    |                                |

b. Approximately what percentage of your establishment's domestic sales in 2004 were to:

**SHOW CARD**

- |   |                |
|---|----------------|
| 1. government and government agencies at any level?                         | <u>q15b1</u> % |
| 2. state-owned enterprise   | <u>q15b2</u> % |
| 3. multinationals located in your country                                   | <u>q15b3</u> % |
| 4. FDI but not multinational  | <u>q15b4</u> % |
| 5. your parent company or affiliated subsidiaries                           | <u>q15b5</u> % |
| 6. large domestic private firms (those with approximately 300 plus workers) | <u>q15b6</u> % |
| 7. other (sales to small establishments, individuals, etc.)                 | <u>q15b7</u> % |
| <b>TOTAL</b>  | <b>100%</b>    |

c. If you exported **directly**...

1. What was the year your establishment first exported? q15c1 year  
 2. In 2004 ...

which countries were the three biggest destinations for your establishment's exports?  (Country name)	and what percent of your total exports did each of these 3 countries account for?  (% of total exports)
First country: <u>q15c2fx</u>	<u>q15c21</u> %
Second country: <u>q15c2sx</u>	<u>q15c22</u> %

Third country <u>q15c2tx</u>	<u>q15c23</u> %
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3. a. In 2004 what was the **average** number of days that it took you to clear customs?  
q15c3a (days on average)

b. In 2004 what was the **longest** number of days it took you to clear customs?  
q15c3b (days was the longest time in 2004)

4. Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents, if applicable)? q15c4 1= Yes 2= No

5. Does your establishment q15c4

1. use a freight forwarding service to handle all the procedures /documentation or
2. handle the customs procedures itself (internally), or
3. both (1) and (2)

16. In 2004 what percent of your establishment's purchases of material inputs were...:

a. 1. purchased from domestic sources q16a1 %  
2. purchased through direct imports q16a2 % → and in 2003? q16a21 %  
3. purchased through indirect imports (via a distributor) q16a3 % (If 100, go to 18)  
TOTAL 100%

b. what percent of your establishment's purchases of material inputs has a zero import duty? q16b %

17. If you import directly,

a. In 2004 what was the **average** number of days that it took you to claim the goods from customs?  
q17a (days on average)

b. In 2004 what was the **longest** number of days that it took you to claim the goods from customs?  
q17b (days was the longest time)

c. Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents)? q17c 1= Yes 2= No

18. a. Does your Establishment participate in Government contracts ? q18a 1= Yes 2= No (go to 19)

b. If yes, do you normally act as the ... : q18b

**SHOW CARD**

1. Contractor and perform most of the work on the contract
2. Contractor but subcontract out most of the work to others
3. Sub-contractor but perform most of the work on the contract
4. Sub-contractor and perform only a portion of the work of the contract

19. Which of the following reasons best explains why your Establishment does not sell or sell more to the Government? q19

**SHOW CARD**

1. Govt. not a buyer for the type of products we make
2. Don't meet the technical/ financial eligibility requirements of government tenders
3. Don't like terms and conditions of government contracts
4. Bidding procedures are too complicated and time consuming
5. Bidding process is not fair / objective (e.g., favoritism) therefore not worth pursuing
6. Anti-competitive behavior by competitors
7. Other (please explain q19x)

20. At the time you receive a delivery of your most important input, how many days of inventory does your establishment typically have on hand? q20 (days of production)

21. What percent of your purchased material inputs are of lower than agreed upon quality? q21 %

22. Vietnam is expecting to join WTO (World trade Organization) in the next few years

a. What is the likely overall effect of WTO on your business ? q22

1. Positive (increase business)
2. Negative affect
3. No affect expected
4. Don't know what WTO is (go to 23)

b. Have you made or will you make plans to change your business operations because of Vietnam intended accession to WTO? 1= Yes 2= No q22

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### INVESTMENT CLIMATE CONSTRAINTS

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23. a. Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

[LET THE ANSWERS DK AND NA BE SPONTANEOUS]

**0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very Severe Obstacle**

<b>SHOW CARD</b>
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No Obstacle

Degree of Obstacle

1. Telecommunications	0	1	2	3	4	DK=-666 NA=-777	<u>q2301</u>
2. Electricity	0	1	2	3	4	DK=-666 NA=-777	<u>q2302</u>
3. Transportation	0	1	2	3	4	DK=-666 NA=-777	<u>q2303</u>
4. Access to Land	0	1	2	3	4	DK=-666 NA=-777	<u>q2304</u>
5. Regulatory Policy Uncertainty	0	1	2	3	4	DK=-666 NA=-777	<u>q2305</u>
6. Tax rates	0	1	2	3	4	DK=-666 NA=-777	<u>q2306</u>
7. Tax administration	0	1	2	3	4	DK=-666 NA=-777	<u>q2307</u>
8. Customs and Trade Regulations	0	1	2	3	4	DK=-666 NA=-777	<u>q2308</u>
9. Labor Regulations	0	1	2	3	4	DK=-666 NA=-777	<u>q2309</u>

10. Skills and Education of Available Workers	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2310</a>
11. Business Licensing and Operating Permits	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2311</a>
12. Access to financing (e.g. collateral)	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2312</a>
13. Cost of financing (e.g. interest rates)	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2313</a>
14. Macroeconomic policy (inflation, exchange rate)	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2314</a>
15. Corruption	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2315</a>
16. Crime, theft and disorder	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2316</a>
17. Anti-competitive or informal practices	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2317</a>
18. Conflict resolution	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2318</a>
19. Political stability	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2319</a>
20. Environmental regulations	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2320</a>
21. Other (specify: <a href="#">q2321x</a> )	0	1	2	3	4	DK=-666 NA=-777	<a href="#">q2321</a>

b. Among all of the above alternatives please indicate which one constitutes...:

- a. the biggest obstacle [q23b1](#) alternative  
b. the second biggest obstacle [q23b2](#) alternative

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## CAPACITY, INNOVATION, LEARNING

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24. a. What was your establishment's average design capacity utilization in 2004 and 2003? (*Design capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.*)

In 2004: [q24a1](#) %

In 2003: [q24a2](#) %

b. In 2004, how many hours per week did your establishment normally operate?

[q21x](#) hours/week

25. Over the next 2 years, do you intend to expand, maintain or reduce your design capacity? [q25](#)

1. Expand design capacity. → by what percent? [q251](#)%  
2. Maintain existing design capacity  
3. Reduce design capacity. → by what percent? [q252](#) %

26. Has your establishment received an internationally-recognized quality certification (*e.g. ISO 9000, 9002 or 14,000, or sector-specific certifications such as HACCP for food, AATCC for textiles, etc.*)?

[q26](#) 1=Yes 2=No 3= Application is in process

27. In the last two years, has your establishment undertaken any of the following initiatives?

SHOW CARD	Undertaken		
	Yes	No	
a. Developed an important new product line	1	2	<a href="#">q27a</a>
b. Upgraded an existing product line	1	2	<a href="#">q27b</a>
c. Discontinued at least one product (not production) line	1	2	<a href="#">q27c</a>
d. Agreed to a new joint venture with foreign partner	1	2	<a href="#">q27d</a>
e. Obtained a new licensing agreement	1	2	<a href="#">q27e</a>
f. Outsourced a major production activity that was previously conducted in-house	1	2	<a href="#">q27f</a>



28. a. Has your establishment acquired new technology over 2004 and 2003 that either substantially changed the way the main products are produced or allowed the production of new products?

q28a **1=Yes 2=No (If NO, go to 29)**

b. What were the two most important ways your establishment acquired this new technology, choosing from the following list? q28b1 (1<sup>st</sup> most important) q28b2 (2<sup>nd</sup> most important)

**SHOW CARD**

- |   |   |
|---|---|
| 1. Embodied in new machinery or equipment                     | 5. Developed or adapted new technology within the establishment locally |
| 2. By hiring key personnel                                    | 6. Transferred from parent company                                      |
| 3. Licensing or turnkey operations from international sources | 7. Developed with equipment or machinery provided by the supplier       |
| 4. Licensing or turnkey operations from domestic sources      | 8. Other (specify: <u>q28bx</u> )                                       |
|   | 9. Other (specify: <u>q28cx</u> )                                       |

29. How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products.

**SHOW CARD**

	Not at all important	Slightly important	Fairly important	Very important	Don't know	NA	
a. Pressure from domestic competitors	0	1	2	3	-666	-777	<u>q29a</u>
b. Pressure from foreign competitors	0	1	2	3	-666	-777	<u>q29b</u>
c. Other (specify: <u>q29cx</u> )	0	1	2	3	-666	-777	<u>q29c</u>

## INFRASTRUCTURE AND SERVICES

30. In 2004

	a. How many times did your establishment experience ...	b. How many hours did each occurrence last on average?	c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value?*
1. power outages or surges from the public grid?	<u>q30a1</u> _ (times)	<u>q30b1</u> (hours)	<u>q30c1</u> (% sales)
2. insufficient water supply for production?	<u>q30a2</u> _ (times)	<u>q30b2</u> (hours)	<u>q30c2</u> (% sales)

(\*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

31. a. Does your establishment own or share a generator? q31a **1= Yes 2= No (If NO, go to 32)**

b. What percentage of your electricity comes from your own or a shared generator? q31b %

c. What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)?

Original Cost: q31c1 \_\_\_\_ thousands VND or q31c2 \_\_\_\_ thousand USD Year of acquisition: q31c3 \_\_\_\_ year

Original Cost: q31c4 \_\_\_\_ thousands VND or q31c5 \_\_\_\_ thousand USD Year of acquisition: q31c6 \_\_\_\_ year

Original Cost: q31c7 \_\_\_\_ thousands VND or q31c8 \_\_\_\_ thousand USD Year of acquisition: q31c9 \_\_\_\_ year

d. What is the approximate cost of generating one kw/h of electricity from your generator? q31d VND/kwh

32. a. Do you use water in the production process? q32a **1= Yes 2= No (If NO, go to 33)**

b. What percentage of your establishment's water supply, used in the production process, do you get from:

1. public sources? q32a1 %

2. your own well or a shared well? q32a2 %

3. purchased from private vendors? q32a3 %

TOTAL 100%

33. In 2004:

	what percentage of the value of your shipments was lost while in transit due to breakage or spoilage?	what percentage of the value of your shipment was lost while in transit due to theft?
1. for shipments in the domestic market	<u>q33a1</u> (% of shipment value)	<u>q33b1</u> (% of shipment value)
2. for international shipments (direct exports or imports)	<u>q33a2</u> (% of shipment value)	<u>q33b2</u> (% of shipment value)

34. a. Does your establishment use its own transport means for its shipments inside Vietnam? q34a

**1= Yes 2= No (If NO, go to 35)**

b. What percentage of your establishment's shipments use your own transport means ? q34b %

c. In 2004 did you have to make informal payments to the Traffic Police? **1= Yes 2= No (If NO, go to 35)** q34c

c.1. If yes, how much on average per month? q34c1 million VND

35. What is your main transport mode used when shipping products and/or inputs inside Vietnam? q35

1. road transport 2. air transport 3. maritime transport 4. river-ways 5. railways

36. Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?

a. E-mail? q36a 1= Yes 2= No

b. A website? q36b 1= Yes 2= No

37. Of the following list, improvements in what type of infrastructure would most benefit your business? Please choose **up to 3** alternatives and then tell us why are they a problem:

SHOW CARD		
	Level of	For the 3 areas of infrastructure why are they a problem for you?

Infrastructure	importance (1-most important)	Limited availability/ not available in your location	Poor physical quality (not well maintained)	Poorly managed -- Long delays/ slow service	Slow because of too many procedures	Service too expensive
1.National roads (trunk lines)	<a href="#">q37a1</a>	<a href="#">q37b1</a> Yes	<a href="#">q37c1</a> Yes	<a href="#">q37d1</a> Yes	<a href="#">q37e1</a> Yes	<a href="#">q37f1</a> Yes
2. Inter-provincial (local) roads	<a href="#">q37a2</a>	<a href="#">q37b2</a> Yes	<a href="#">q37c2</a> Yes	<a href="#">q37d2</a> Yes	<a href="#">q37e2</a> Yes	<a href="#">q37f2</a> Yes
3. Bridges	<a href="#">q37a3</a>	<a href="#">q37b3</a> Yes	<a href="#">q37c3</a> Yes	<a href="#">q37d3</a> Yes	<a href="#">q37e3</a> Yes	<a href="#">q37f3</a> Yes
4. Railways	<a href="#">q37a4</a>	<a href="#">q37b4</a> Yes	<a href="#">q37c4</a> Yes	<a href="#">q37d4</a> Yes	<a href="#">q37e4</a> Yes	<a href="#">q37f4</a> Yes
5. Seaports	<a href="#">q37a5</a>	<a href="#">q37b5</a> Yes	<a href="#">q37c5</a> Yes	<a href="#">q37d5</a> Yes	<a href="#">q37e5</a> Yes	<a href="#">q37f5</a> Yes
6. Airports	<a href="#">q37a6</a>	<a href="#">q37b6</a> Yes	<a href="#">q37c6</a> Yes	<a href="#">q37d6</a> Yes	<a href="#">q37e6</a> Yes	<a href="#">q37f6</a> Yes
7. Electricity	<a href="#">q37a7</a>	<a href="#">q37b7</a> Yes	<a href="#">q37c7</a> Yes	<a href="#">q37d7</a> Yes	<a href="#">q37e7</a> Yes	<a href="#">q37f7</a> Yes
8. Water	<a href="#">q37a8</a>	<a href="#">q37b8</a> Yes	<a href="#">q37c8</a> Yes	<a href="#">q37d8</a> Yes	<a href="#">q37e8</a> Yes	<a href="#">q37f8</a> Yes
9. Telephone	<a href="#">q37a9</a>	<a href="#">q37b9</a> Yes	<a href="#">q37c9</a> Yes	<a href="#">q37d9</a> Yes	<a href="#">q37e9</a> Yes	<a href="#">q37f9</a> Yes
10. Internet	<a href="#">q37a10</a>	<a href="#">q37b10</a> Yes	<a href="#">q37c10</a> Yes	<a href="#">q37d10</a> Yes	<a href="#">q37e10</a> Yes	<a href="#">q37f10</a> Yes

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## FINANCE

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38. What percent of your establishment's inputs are bought on credit? q38 %

39. In 2004 which of the following sources of financing did you use for

**a. Working capital** (i.e. inventories, accounts receivable and cash)

and **b. New Investments** (i.e. new land, buildings, machinery and equipment)

SHOW CARD
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*a. Working Capital*

*b. New Investments*

1. Internal funds or retained earnings	<u>q39a1</u> %	<u>q39b1</u> %
2. Private commercial banks (loan, overdraft)	<u>q39a2</u> %	<u>q39b2</u> %
3. State Owned commercial banks	<u>q39a3</u> %	<u>q39b3</u> %
4. International commercial banks	<u>q39a4</u> %	<u>q39b4</u> %
5. Leasing arrangement	<u>q39a5</u> %	<u>q39b5</u> %
6. DAF (Development Assistance Funds)	<u>q39a6</u> %	<u>q39b6</u> %
7. State budget	<u>q39a7</u> %	<u>q39b7</u> %
8. Private investment funds	<u>q39a8</u> %	<u>q39b8</u> %
9. Trade credit (supplier or customer credit)	<u>q39a9</u> %	<u>q39b9</u> %
10. Credit cards	<u>q39a10</u> %	<u>q39b10</u> %
11. Equity or sales of shares	<u>q39a11</u> %	<u>q39b11</u> %
12. Family, friends	<u>q39a12</u> %	<u>q39b12</u> %
13. Informal sources (e.g. money lender)	<u>q39a13</u> %	<u>q39b13</u> %
14. Corporate bonds	<u>q39a14</u> %	<u>q39b14</u> %
15. Other (specify: <u>q39a15x, q39b15x</u> )	<u>q39a15</u> %	<u>q39b15</u> %
TOTAL	100%	100%

40. Does your establishment have a line of credit (short term credit excluding loans)? q40

**1= Yes 2= No (If NO, go to 41)**

a. What percent is currently **NOT** used? q40a (% of total value of credit lines)

b. Over the last year, what was the average **monthly** interest rate of the line of credit? q40b (% per month)

41. a. Does your establishment currently have a loan from a financial institution? q41a

**1= Yes 2= No (If NO, go to 42)**

For the most recent loan...:

b. What year was this loan approved? q41b year

c. In what currency was the loan? q41c 1= VND

2= other (specify: q41cx name of currency)

3= VND&other (specify: q41cx name of currency)

d. Did the loan require collateral or a deposit? q41d **1=Yes 2= No (If NO, go to g)**

e. Which of the following were used as collateral...:

- |   |                           |
|---|---------------------------|
| 1. Land and buildings?                                | <u>q41e1</u> 1= Yes 2= No |
| 2. Immoveable plant, machinery                        | <u>q41e2</u> 1= Yes 2= No |
| 3. Moveable Machinery and equipment (incl. vehicles)? | <u>q41e3</u> 1= Yes 2= No |

4. Other Tangible assets (e.g. accounts receivable, inventory)? q41e4 1= Yes 2= No
5. Personal assets of the owner/manager (e.g. house)? q41e5 1= Yes 2= No
6. Other (specify: \_\_\_\_\_) q41e6 1= Yes 2= No
- f. What was the approximate value of the collateral required as a percentage of the loan value? q41f %
- g. In 2004, what was the loan's approximate **annual** rate of interest? q41g %
- h. What is the total duration (term) of the loan? q41h months
- i. What was the **main** use of this loan? q41i
  1. to buy machinery and equipment
  2. to buy other fixed assets (land, buildings)
  3. to buy inputs, supplies, goods to re-sell
  4. to pay earlier loans (→ specify use of original loan: q41i4x)
  5. other (specify: q41i5x) (Go to 45)

42. What is the reason why you do not have a loan? q42
1. Because you did not apply for a loan → (Go to 43)
  2. Because the last application for a loan was turned down → (Go to 44)
  3. Because the approval of the application for a loan is still pending → (Go to 45)

43. What was the principal reason why you did not apply for a loan?  
q43 (principal reason)

**SHOW CARD**

1. Do not need loans
2. Application procedures for loans are too burdensome
3. Collateral requirements of loans are too strict
4. Interest rates are too high
5. It is necessary to have contacts or give informal payments to get the loans
6. Did not think that it would be approved
7. Others (specify: q43x) → (Go to 45)

44. What was the principal reason given to you when the application was turned down? q44 principal reason?

**SHOW CARD**

1. Lack of accepted collateral (e.g. property not accepted as collateral)
2. Incompleteness of application
3. Perceived lack of profitability of project
4. Bad credit history
5. No credit history
6. Other (specify: q44x)

45. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? q45 %
46. Does your establishment have...: a. a checking and/or saving account? q46a 1=Yes 2= No  
b. property and casualty insurance on its assets? q46b 1=Yes 2= No
47. Does your establishment have its annual financial statements certified by an external auditor?

\_\_\_\_ q47 \_\_\_\_ 1=Yes 2= No

48. a. Does your establishment own or lease the majority of its land? q48a 1=own 2=lease  
 b. Does your establishment own or lease the majority of your buildings? q48b 1=own 2=lease  
 c. Whether you rent or own your land, buildings, and machinery and equipment, at the end of 2004, if you had to purchase back the following in its current condition, how much would it cost?

	Value in million VND 2004
Machinery and equipment (including vehicles)	<u>q48c1</u>
Land, buildings and leasehold improvements	<u>q48c2</u>
Of which: Land	<u>q48c3</u>

- d. How would you rate your own knowledge of the price of used machinery, buildings and land?

	Very Poor	Poor	Good	Very Good	
For land/building	1	2	3	4	<u>q48d1</u>
For machinery	1	2	3	4	<u>q48d2</u>

49. Please tell us about the land you are occupying:

- a. What is its size in m<sup>2</sup> \_\_\_\_ q49a \_\_\_\_ (m2)  
 b. What share is currently used by your establishment: \_\_\_\_ q49b \_\_\_\_  
 1. less than 50%  
 2. between 50-80%  
 3. more than 80%

Question 50 to 52 refer to the last piece of land that you acquired:

50. Do you sublease or rent (the last piece of) land from another establishment, individual or State? 1=Yes 2= No  
 (if No go to 51)

- a. What is the monthly rental cost per m<sup>2</sup>? \_\_\_\_ q50a \_\_\_\_ VND/m<sup>2</sup>  
 b. What is the length of the sub-lease? \_\_\_\_ q50b \_\_\_\_ (years)

51. Do you have the right to sell or mortgage (the last piece of) land? 1=Yes 2= No q51

- a. What was the actual price you paid for that land? \_\_\_\_ q51a \_\_\_\_ VND/m<sup>2</sup>  
 b. What was the method you used to acquire it? \_\_\_\_ q51b \_\_\_\_  
 1. Allocation from People Committee  
 2. Auction  
 3. Direct transfer from land user at agreed price  
 4. Direct transfer from owner at registered price by owner  
 5. Other (please specify) \_\_\_\_ q51bx \_\_\_\_

52. For the most recent land you have obtained, can you give us an indication of how long it took, and how much it cost at the following stages :

SHOW CARD	Time (in months)	Total Cost	Not Applicable
Step 1. Getting bureaucratic approval/authorization to obtain land	<a href="#">q52a1</a>	<a href="#">q52b1</a> Million VND	<a href="#">q52c1</a> NA = -777
Step 2. Clearing land (negotiating and reimbursing existing occupants)	<a href="#">q52a2</a>	<a href="#">q52b2</a> Million VND	<a href="#">q52c2</a> NA = -777
Step 3. Prepare ground and getting necessary infrastructure connections and permits to construct factory	<a href="#">q52a3</a>	<a href="#">q52b3</a> Million VND	<a href="#">q52c3</a> NA = -777
For the whole process (from requesting land to being ready to build factory)	<a href="#">q52a4</a>	<a href="#">q52b4</a> Million VND	<a href="#">q52c4</a> NA = -777

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## CONFLICT RESOLUTION / LEGAL ENVIRONMENT

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53. In the past few years there have been many changes in the legal and regulatory environment for businesses, how would you rate the following **on a scale 1 to 3 where 1=Poor and 3=Good**

SHOW CARD	Poor	Neither good nor poor	Good	Don't know	
1. Predictability of laws and regulations	1	2	3	DK=-666	<a href="#">q53a</a>
2. Understandability of laws/regulations	1	2	3	DK=-666	<a href="#">q53b</a>
3. Availability of the laws, regulations and other sources of information on laws	1	2	3	DK=-666	<a href="#">q53c</a>
4. Consistency across different legal documents	1	2	3	DK=-666	<a href="#">q53d</a>

54. a. To what degree do you agree or disagree with this statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes."

Do you ? [q54](#) or DK=-666

SHOW CARD	
1. Fully disagree	4. Tend to agree
2. Disagree in most cases	5. Agree in most cases
3. Tend to disagree	6. Fully agree

55. In the last 3 years has your establishment been involved in a court case? [q55](#) 1=Yes (go to 58) 2= No

56. Did your establishment ever use the court system? [q56](#) 1=Yes (go to 58) 2= No

57. What is the main reason why your establishment has never used the court system? [q57](#);

SHOW CARD
1. Never had any disputes that we could not resolve internally
2. Court procedures are long and complicated/ amount of dispute not worth the hassle
3. Court system expects bribes or gifts in order to handle case favourably/ courts are not impartial

4. Going to Court would damage our reputation
5. Costs of going to Court are too high (include legal fees etc)/ amount of dispute not worth the cost
6. Even if get a Decisions from Court, it is very difficult to have the decision enforced
7. The party with whom we have a dispute has no funds – so nothing to claim.
8. Too much uncertainty in the legal process
9. Other (please specify) q57x

58. a. On average in 2004, what percent of your establishment's sales was...?
1. Pre-paid (paid before delivery) q58a1 %
  2. Paid at delivery q58a2 %
  3. Sold on credit (or with deferred payment) q58a3 % (If 0, go to 59)
- TOTAL: 100%
- b. On average in 2004, what percent of your monthly total sales to private customers were not paid within the agreed time? q58b % (If 0, go to 59)
- c. Typically, what percent of these monthly sales are never repaid? q58c %
- d. In general, how many days does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers? q58d (days)
- e. How many days does it take to resolve an overdue payment with private customers through means other than court action, such as direct negotiations, through third-parties (mediators, business associations, private enforcement agents, etc.) or through the Government? q58e days
59. Over the last 2 years, did you have disputes over overdue payments with private customers? q59  
**1=Yes 2= No (If NO, go to 60)**
- a. What percent of these disputes were resolved by court action? q59a %
  - b. On average, how many months did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case? q59b months
  - c. Were the decisions of the court (whether in your favour or not) generally enforced? q59c  
**1=Yes 2= No (If NO, go to 60)**
  - d. On average, how many months did the enforcement (execution) of the court judgment take (from the moment of the issuance of the court decision until the moment you obtained payment?) q59d months

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## CRIME

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60. a. In 2004 did your establishment experience losses due to theft, robbery, vandalism, or arson?  
q60a **1=Yes 2=No (If NO, go to 61)**
- b. Please estimate the value of the losses in VND: q60b million VND
  - c. How many cases of theft, robbery, vandalism, or arson occurred? q60c number
  - d. How many of these incidents did you report to the police? q60d number (If 0, go to 61)
  - e. Of these reported incidents, how many were solved (the perpetrator was caught, etc.)? q60e number
61. During the past year please estimate your establishment's costs for:
- a. security related to crime (equipment, personnel, or professional security service)? q61a million VND
  - b. protection payments (e.g. to organized crime to prevent violence)? q61b million VND

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## BUSINESS-GOVERNMENT RELATIONS

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62. Based on the experience of your establishment in dealing with officials from various agencies, from the following list please pick the two (2) agencies that are most supportive (business friendly attitude/behavior of officials) and the two (2) that are least supportive

**SHOW CARD**

1. District Peoples Committee
2. Tax Authority
3. Customs Department
4. Labor and Social Security
5. Municipal Police
6. Traffic Police
7. Business registration and licensing (under DPI/MPI)
8. Market Controller
9. Environmental Agency
10. Department of Construction/or Urban Planning
11. Land Administration Agency
12. Fire and Building Safety
13. Product quality registration office (under Department of Science & Technology)
14. Other (specify) \_\_\_\_\_
15. Other (specify) \_\_\_\_\_

Most helpful (first) \_\_\_\_\_ q62a1 (second) \_\_\_\_\_ q62a2  
 Least helpful (first) \_\_\_\_\_ q62b1 (second) \_\_\_\_\_ q62b2

63. a. At your current level of production, if you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments, being requirements to pay mandatory benefits, etc.), would you increase, decrease or keep constant your current workforce? q63

1. Keep constant
2. Increase. → How many would you hire? \_\_\_\_\_ q63a number
3. Decrease. → How many would you fire? \_\_\_\_\_ q63b number

64. In a typical week over the last year, what percentage of total senior management's time (e.g. general manager, chairman, director, vice-president, and/or chief officers for operation, finance, but not supervisors) was spent in dealing with requirements imposed by government regulations (e.g. taxes, customs, labor regulations, licensing and registration, inspections) including dealings with officials, completing forms, etc.? q64 %

65. We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc.

a. Does this occur for establishments in your industry (not necessarily yours)? q65a

**1=Yes 2=No (If NO, go to 66)**

b. On average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your sector? q65b (% of sales )

[IF RESPONDENT CANNOT ANSWER IN PERCENTAGE, ASK TOTAL VALUE IN VND:

— q65b2 MILLION VND]

66. Based on the most recent experience of your establishment in 2004 and 2003,...

	Did you request.....	How many days did it take to obtain the following services or licenses (from the day you applied to the day you received the service or approval)?	Was a gift or informal payment ever expected/ requested?
1. A mainline telephone connection	<u>q66a1</u> 1=Yes 2= No	<u>q66b1</u> (days)	<u>q66c1</u> 1=Yes 2= No
2. An electrical connection	<u>q66a2</u> 1=Yes 2= No	<u>q66b2</u> (days)	<u>q66c2</u> 1=Yes 2= No
3. A water connection	<u>q66a3</u> 1=Yes 2= No	<u>q66b3</u> (days)	<u>q66c3</u> 1=Yes 2= No
4. A construction permit	<u>q66a4</u> 1=Yes 2= No	<u>q66b4</u> (days)	<u>q66c4</u> 1=Yes 2= No
5. An import license	<u>q66a5</u> 1=Yes 2= No	<u>q66b5</u> (days)	<u>q66c5</u> 1=Yes 2= No
6. Main operating license (specify: _____)	<u>q66a6</u> 1=Yes 2= No	<u>q66b6</u> (days)	<u>q66c6</u> 1=Yes 2= No
7. A loan from SOCB	<u>q66a7</u> 1=Yes 2= No	<u>q66b7</u> (days)	<u>q66c7</u> 1=Yes 2= No
8. Land use Certificate	<u>q66a8</u> 1=Yes 2= No	<u>q66b8</u> (days)	<u>q66c8</u> 1=Yes 2= No
9. Investment Incentives	<u>q66a9</u> 1=Yes 2= No	<u>q66b9</u> (days)	<u>q66c9</u> 1=Yes 2= No

67. a. Recognizing the difficulties many establishments face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your industry reports for tax purposes?

q67a (% reported )

b. Recognizing the difficulties many establishments face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of SSI/Health Insurance in a typical establishment in your industry? q67b (% reported)

68. Which of the following statements best describes how your income taxes are determined: q68

**SHOW CARD**


1. We calculate the amount, tax officials accept "as is".
2. We calculate, the tax officials check a few items, but the final amount is usually close to our estimate.
3. The tax officials go item-by-item over the accounts and often require changes, the final tax amount is usually much more than our estimate.
4. We negotiate with tax officials and reach an agreement that suits both parties.

5. We have very little influence, the tax officials just tell us the amount we must pay.
6. Other, please explain q68x

69. In 2004

	a. How many <b>times in total</b> was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials from..... (number)	b. What was the average duration for each occurrence? (hours)	c. What were the costs of fines or seized goods, associated with these interactions? (VND)	d. Was a gift or informal payment ever expected/requested?	e. If YES, of how much?  (VND)
1. District People Committee	<u>q69a1</u>	<u>q69b1</u>	<u>q69c1</u>	<u>q69d1</u> 1=Yes 2= No	<u>q69e1</u>
2. Tax Authority	<u>q69a2</u>	<u>q69b2</u>	<u>q69c2</u>	<u>q69d2</u> 1=Yes 2= No	<u>q69e2</u>
3. Customs Department	<u>q69a3</u>	<u>q69b3</u>	<u>q69c3</u>	<u>q69d3</u> 1=Yes 2= No	<u>q69e3</u>
4. Labor and Social Security	<u>q69a4</u>	<u>q69b4</u>	<u>q69c4</u>	<u>q69d4</u> 1=Yes 2= No	<u>q69e4</u>
5. Police (except Traffic police)	<u>q69a5</u>	<u>q69b5</u>	<u>q69c5</u>	<u>q69d1</u> 1=Yes 2= No	<u>q69e5</u>
6. Fire and Building Safety	<u>q69a6</u>	<u>q69b6</u>	<u>q69c6</u>	<u>q69d6</u> 1=Yes 2= No	<u>q69e6</u>
7. Business registration and licensing	<u>q69a7</u>	<u>q69b7</u>	<u>q69c7</u>	<u>q69d7</u> 1=Yes 2= No	<u>q69e7</u>
8. Environmental Agency	<u>q69a8</u>	<u>q69b8</u>	<u>q69c8</u>	<u>q69d8</u> 1=Yes 2= No	<u>q69e8</u>
9. Market Controller	<u>q69a9</u>	<u>q69b9</u>	<u>q69c9</u>	<u>q69d9</u> 1=Yes 2= No	<u>q69e9</u>
10. Construction Inspector	<u>q69a10</u>	<u>q69b10</u>	<u>q69c10</u>	<u>q69d10</u> 1=Yes 2= No	<u>q69e10</u>
11. <b>TOTAL</b> , all agencies (including those not listed above)	<u>q69a11</u>	<u>q69b11</u>	<u>q69c11</u>	<u>q69d11</u> 1=Yes 2= No	<u>q69e11</u>

70. a. When establishments in your sector do business with the State agencies and SOEs, is a gift or informal payment expected to secure the contract? [q70a](#) 1=Yes 2=No  
 b. What is the typical value of the gift or informal payment as a percentage of the contract value? [q70b](#) \_%
71. a. Does your establishment try to contribute to the discussion and formulation of new laws and government policies, in order to protect/promote your business interests? 1=Yes 2=No (go to 72) [q71a](#)  
 b. How? (*Multiple answers possible*) [q71ba](#) \_\_\_\_; [q71bb](#) \_\_\_\_; [q71bc](#) \_\_\_\_; [q71bd](#) \_\_\_\_  
 1. Through business associations  
 2. Through public consultations (e.g. publication of draft laws on internet)  
 3. Through personal contacts. If yes, are you required to give any gift or informal payments to promote your business interests [q71b3](#) \_\_\_\_ 1=Yes 2= No  
 4. Other (specify [q71bx](#) \_\_\_\_\_)
72. Have you heard of incidences where ....  
 a. The media has blackmailed companies with the threat of publishing news that would negatively affect their reputations? 1=Yes 2=No [q72a](#)  
 b. Companies have bribed the media to publish news about another company or their sector as a whole 1=Yes 2=No [q72b](#)
73. Based on the experiences of your establishment in the last 12 months, where would you rank the officials in the following agencies with respect to corruption on a scale from 0 to 4 where 0= no corruption and 4 = widespread corruption

	No corruption	Some isolated Case 1  4				Widespread corruption		
Tax Department	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73a</a>
Business registration and licensing	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73b</a>
Import/export License Authorities	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73c</a>
Customs Department	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73d</a>
Construction Permit Authorities	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73e</a>
Traffic Police	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73f</a>
Municipal and other Police	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73g</a>
Market Controller	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73h</a>

Land	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73i</a>
Administration								
Agency								
District Peoples	0	1	2	3	4	DK =-666	NA=-777	<a href="#">q73h</a>
Committee								

## PART 2

### Productivity and the Investment Climate Enterprise Survey

#### About the survey

The Firm Level Survey of Vietnam is a collaborative effort of the Concetti and The World Bank.

The general purpose of the survey is to understand the investment climate in Vietnam and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of Vietnam in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Vietnam, both strengths and weaknesses.

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#### CONTROL INFORMATION (to be filled prior to the interview)

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0.1 ESTABLISHMENT NO: \_\_\_\_\_code1\_\_\_\_\_

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#### PLEASE NOTE

- 1) Values may be entered with reference to either solar year or fiscal year (you can use either one)
- 2) All monetary values must be expressed in the national currency, the Vietnamese Dong

**Part 2: (For HR Manager and/or Accountant)**

**LABOR RELATIONS**

74. Please describe your workforce using the following definitions:

<b>Professionals:</b>	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.
<b>Skilled Production worker:</b>	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
<b>Unskilled Production worker:</b>	Persons involved in production process whom management considers to be unskilled.
<b>Non Production workers</b>	Persons <b>not directly</b> involved in the production process and not included in the proceeding categories (ie: cleaning staff, security personnel, etc.)

- a. The following table refers only to **permanent workers** (including management) of your establishment.  
(Permanent workers are defined as all paid workers that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract.)

		<b>Total</b>	Professionals	Skilled Production Workers	Unskilled Production Workers	Non production workers
Total number of workers at the end of 2002		<u>q74a</u>				
Total number of workers at the end of 2003		<u>q74b</u>				
Total number of workers at the end of 2004		<u>q74c1</u>	<u>q74c2</u>	<u>q74c3</u>	<u>q74c4</u>	<u>q74c5</u>
Of which:	% female	<u>q74d1</u>	<u>q74d2</u>	<u>q74d3</u>	<u>q74d4</u>	<u>q74d5</u>
	% part-time	<u>q74e</u>				
Total compensation (including benefits, if applicable) of all workers in each category in million VND		<u>q74f1</u> million VND	<u>q74f2</u> million VND	<u>q74f3</u> million VND	<u>q74f4</u> million VND	<u>q74f5</u> million VND

→ b. How many hours per week did they work on average? q74g hours/week

75. a. In 2004, did you hire foreign nationals among your permanent workers? q75a 1=Yes 2=No

**1=Yes 2=No (If NO, go to 76)**

b. In 2004, how many of your permanent skilled, professional, or managerial workers are foreign nationals?  
q75b number

76. a. In 2004, how many new permanent employees did your establishment hire? q76a number

b. In 2004, how many permanent employees from your establishment:

1. were dismissed or laid off? q76b1 number
2. left due to sickness or died? q76b2 number
3. left for other reasons? q76b3 number

77. Did you hire temporary workers within last 3 years?   q77   1=Yes 2=No **(If NO, go to 79)**  
*(Temporary workers are defined as all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.)*

78. The following table refers only to **temporary workers** in your establishment.

		FY2004	FY2003	FY2002
Average number of temporary workers employed:		<u>q78a</u>	<u>q78b</u>	<u>q78c</u>
of which:	% of female	<u>q78d</u>		
	average number of part-time workers	<u>q78e</u>		
Average length of employment for each worker		<u>q78f</u> months		
Total compensation (including benefits, if applicable) of all temporary workers in million VND		<u>q78g</u> million VND		

79. For temporary workers on average, how many hours per week do they work?   q79   hours/week

80. In 2004, did you offer in class internal training (beyond “on the job”) to your permanent employees?  
  q80   1=Yes 2=No

81. In 2004, did you offer in class external training (beyond “on the job”) to your permanent employees?  
  q81   1=Yes 2=No **(If NO to both 80 and 81, go to 83)**

82. In 2004

- What percentage of your total permanent SKILLED employees received in class training ?   q82a   %
- What percentage of your total permanent UNSKILLED employees received in class training ?   q82b   %
- What was the average number of weeks of training for each SKILLED employee?   q82c   weeks
- What was the average number of weeks of training for each UNSKILLED employee?   q82d   weeks  
*(\* Unskilled workers include unskilled production and non-production workers)*

83. What percent of your employees is unionized?   q83   %

84. How many days of production last year did you lose due to

- worker strikes or other labor disputes?   q83a   days of production
- employee absenteeism due to illness, death, funerals?   q83b   days of production
- civil unrest?   q83c   days of production

85. What percent of the employees at your establishment have the following education levels?

- Some College or University or higher   q85a   %
- Completed 3-year Diploma   q85b   %
- Completed vocational   q85c   %
- Completed high school (class 12)   q85d   %
- Uncompleted high school (class 6-11)   q85e   %
- Completed elementary (class 5)   q85f   %



g. Uncompleted elementary (class 1-4)

Total  $\frac{q85g}{100} \%$  → What percentage are female?  $\frac{q85g2}{100} \%$

## SECTION II: PRODUCTIVITY

86. Please provide the following information on your establishment's production, sales and expenses

	Value in million VND		
	2004	2003	2002
Total sales	<u>q86a1</u> million VND	<u>q86b1</u> million VND	<u>q86c1</u> million VND
Total cost (tài khoản 911)	<u>q86a2</u> million VND	<u>q86b2</u> million VND	<u>q86c2</u> million VND
Of which ....			
Total purchases of raw materials and intermediate goods (whether used in production or not), including finished goods for resale (tài khoản 152+156)	<u>q86a3</u> million VND	<u>q86b3</u> million VND	<u>q86c3</u> million VND
Total cost of labor, including wages, salaries and bonuses (tài khoản 334+431)	<u>q86a4</u> million VND	<u>q86b4</u> million VND	<u>q86c4</u> million VND
Depreciation (tài khoản 214)	<u>q86a5</u> million VND	<u>q86b5</u> million VND	<u>q86c5</u> million VND
Rent on land and buildings	<u>q86a6</u> million VND	<u>q86b6</u> million VND	<u>q86c6</u> million VND
Of which: rent on Land	<u>q86a7</u> million VND	<u>q86b7</u> million VND	<u>q86c7</u> million VND
Rent on machinery, equipment, and vehicles (tài khoản 2142)	<u>q86a8</u> million VND	<u>q86b8</u> million VND	<u>q86c8</u> million VND
Interest charges (tài khoản 635)	<u>q86a9</u> million VND	<u>q86b9</u> million VND	<u>q86c9</u> million VND
Energy cost	<u>q86a10</u> million VND	<u>q86b10</u> million VND	<u>q86c10</u> million VND
Taxes (income, import, special sales, etc. but <b>excluding</b> VAT) (= 333 trừ đi 3331)	<u>q86a11</u> million VND	<u>q86b11</u> million VND	<u>q86c11</u> million VND

**(Total sales)** is the value of all sales including manufactured goods and goods the establishment has bought for trading. If a firm makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported.)

**(Purchase of raw materials and intermediate goods)** are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production.)

**(Total cost of labor, including wages, salaries and benefits)** is the total wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance.)

87. What were your net profits (after tax) in

a. 2004? q87a Million VND

b. 2003? q87b Million VND

c. 2002? q87c Million VND

d. In 2004, approximately what percentage of the establishment's net profits (after tax) were reinvested in your establishment (that is, not distributed to owners or shareholders)? q87d %

88. Regarding the most important product for 2004 and 2003 in terms of its share on your establishment's sales

a. Please provide a description of the product: q88a (product description)

b. Please provide information on this product regarding the quantity sold, the unit of measurement, and the average price, for 2004 and 2003 (answers are requested for each year separately).

Year	Physical Quantity sold	Unit of	Average price in thousand
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	(units)	measurement	VND
2004	<u>q88b1x</u>	<u>q88b2</u>	<u>q88b3</u>
2003	<u>q88c1x</u>	<u>q88c2</u>	<u>q88c3</u>

89. Regarding the second most important product in 2004 and 2003 in terms of its share on your establishment's sales:

- Please provide a description of the product: q89a (product description)
- Please provide information on this product regarding the quantity sold, the unit of measurement, and the average price, for 2004 and 2003 (answers are requested for each year separately).

Year	Physical Quantity sold (units)	Unit of measurement	Average price in thousand VND
2004	<u>q89b1x</u>	<u>q89b2</u>	<u>q89b3</u>
2003	<u>q89c1x</u>	<u>q89c2</u>	<u>q89c3</u>

90. How much did your establishment spend on purchases of...?

	Value in million of VND	
	2004	2003
Machinery and equipment (new and/or used)	<u>q90a1</u> million VND	<u>q90b1</u> million VND
Land, buildings or improvements to leasehold	<u>q90a2</u> million VND	<u>q90b2</u> million VND
Of which: Land	<u>q90a3</u> million VND	<u>q90b3</u> million VND
Vehicles	<u>q90a4</u> million VND	<u>q90b4</u> million VND
Information technology	<u>q90a5</u> million VND	<u>q90b5</u> million VND
Design, Research and Development (*)	<u>q90a6</u> million VND	<u>q90b6</u> million VND

(\* Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.)

91. What was the net book value of the following at the end of the year...?

	Value in million of VND at end of year		
	2004	2003	2002
TOTAL ASSETS	<u>q91a1</u> million VND	<u>q91b1</u> million VND	<u>q91c1</u> million VND
FIXED Assets (total)	<u>q91a2</u> million VND	<u>q91b2</u> million VND	<u>q91c2</u> million VND
Land	<u>q91a3</u> million VND	<u>q91b3</u> million VND	<u>q91c3</u> million VND
Buildings and leasehold improvements	<u>q91a4</u> million VND	<u>q91b4</u> million VND	<u>q91c4</u> million VND
Machinery and equipment (including vehicles)	<u>q91a5</u> million VND	<u>q91b5</u> million VND	<u>q91c5</u> million VND
Other fixed assets	<u>q91a6</u> million VND	<u>q91b6</u> million VND	<u>q91c6</u> million VND
CURRENT Assets (total)	<u>q91a7</u> million VND	<u>q91b7</u> million VND	<u>q91c7</u> million VND
Inventory and stocks (total)	<u>q91a8</u> million VND	<u>q91b8</u> million VND	<u>q91c8</u> million VND
Finished goods	<u>q91a9</u> million VND	<u>q91b9</u> million VND	<u>q91c9</u> million VND
Work in progress	<u>q91a10</u> million VND	<u>q91b10</u> million VND	<u>q91c10</u> million VND
Raw materials	<u>q91a11</u> million VND	<u>q91b11</u> million VND	<u>q91c11</u> million VND
Receivables	<u>q91a12</u> million VND	<u>q91b12</u> million VND	<u>q91c12</u> million VND
Cash	<u>q91a13</u> million VND	<u>q91b13</u> million VND	<u>q91c13</u> million VND
Other current assets	<u>q91a14</u> million VND	<u>q91b14</u> million VND	<u>q91c14</u> million VND

92. Please provide the following information on the structure of your establishment's liabilities:

	Value in million VND as of end of the year		
	2004	2003	2002
TOTAL LIABILITIES	<u>q92a1</u> million VND	<u>q92b1</u> million VND	<u>q92c1</u> million VND
Long-term liabilities (more than 1 year )	<u>q92a2</u> million VND	<u>q92b2</u> million VND	<u>q92c2</u> million VND
Short-term liabilities (one year or less)	<u>q92a3</u> million VND	<u>q92b3</u> million VND	<u>q92c3</u> million VND
Of which payables	<u>q92a4</u> million VND	<u>q92b4</u> million VND	<u>q92c4</u> million VND
Equity (share capital + retained earnings)	<u>q92a5</u> million VND	<u>q92b5</u> million VND	<u>q92c5</u> million VND

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