

THE WORLD BANK
Enterprise Survey
Core Plus Manufacturing Module (2007)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| A.0 Questionnaire a0 | Module |
|-----------------------------|---------------|
| Manufacturing | 1 |

| A.1 Country a1 |
|-----------------------|
| |

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

| A.3 City/town/village a3 |
|---------------------------------|
| |

| A.4 Industry | Sampling sector a4a | Screener sector a4b |
|---------------------|-------------------------------|----------------------------|
| Manufacturing | Food | 15 |
| | Textiles | 17 |
| | Garments | 18 |
| | Chemicals | 24 |
| | Plastics & rubber | 25 |
| | Non metallic mineral products | 26 |
| | Basic metals | 27 |
| | Fabricate metal products | 28 |
| | Machinery and equipment | 29 |
| | Electronics (31 & 32) | 31 |
| | Other manufacturing | 2 |
| Services | Wholesale | 51 |
| | Retail | 52 |
| | IT | 72 |
| | Hotels and restaurants | 55 |
| | Other services | 50 |
| Other | Construction | 45 |
| | Transport (60-64) | 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 does activities which match both screener and sample frame | 2 |
| No, does not match | 3 |

| A.6 Size | Sampling size a6a | Screener Size a6b |
|------------------------------|--------------------------|--------------------------|
| Small ≥ 5 and ≤ 19 | 1 | 1 |
| Medium $= 20$ and ≤ 99 | 2 | 2 |
| Large ≥ 100 | 3 | 3 |

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

| A.8 Type of establishment a8 | |
|---|---|
| HQ without production and/or sales in this location | 1 |
| HQ with production and/or sales in this location | 2 |
| Establishment physically separated from HQ and other establishments of the same firm | 3 |
| Establishment physically separated from HQ but with other establishments of the same firm | 4 |

| A.9 Establishment financial statements prepared separately of HQ statements a9 | |
|---|----|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

| A.10 Establishment financial statements prepared separately of other establishments of same firm a10 | |
|---|----|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

| A.11 If HQ, financial statements independent of the rest of establishments a11 | |
|---|----|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

| A.12 Interviewer code a12 |
|----------------------------------|
| |

| A.13 Supervisor code a13 |
|---------------------------------|
| |

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

| Date (mm/dd) | Hour | Minutes | AM/PM |
|--------------|------|---------|-------|
| | | | |

a14

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

INTERVIEWER: READ THE FOLLOWING IF ESTABLISHMENT IS PART OF A LARGER FIRM.

We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

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

INTERVIEWER: SHOW CARD 1

| | |
|--|---|
| a. Publicly listed company | 1 |
| b. Private held, limited liability company | 2 |
| c. Sole proprietorship | 3 |
| d. Partnership | 4 |
| e. Limited partnership | 5 |
| f. Other (SPECIFY) _____ | 6 |

b1

b1x

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

INTERVIEWER: SHOW CARD 2

| | Percent |
|---|--------------|
| a. Private domestic individuals, companies or organizations | b2a % |
| b. Private foreign individuals, companies or organizations | b2b % |
| c. Government/State | b2c % |
| d. Other | b2d % |
| | 100% |

INTERVIEWER: CHECK TOTAL SUMS TO 100%

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

| | Percent |
|-------------------------------|-------------|
| Percent held by largest owner | b3 % |

| | |
|------------|-------------------------------|
| B.4 | Are any of the owners female? |
|------------|-------------------------------|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

b4

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

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

| | |
|-------------------------------------|-------------|
| | Year |
| Year establishment began operations | b5 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | |
|---------------------------------|---------------|
| | Number |
| Full-time employees at start-up | b6 |

| | |
|-------------|--|
| B.6a | Was this establishment formally registered when it began operations in this country? |
|-------------|--|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION B.7

GO TO QUESTION B.7

b6a

| | |
|-------------|--|
| B.6b | In what year was this establishment formally registered? |
|-------------|--|

| | |
|--|-------------|
| | Year |
| Year establishment formally registered | b6b |

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.
IF RESPONDENT DOES NOT KNOW, WRITE -9
IF ESTABLISHMENT HAS NEVER REGISTERED, WRITE -7.**

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

| | |
|--------------------------------|--------------|
| | Years |
| Manager's experience in sector | b7 |

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

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

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Still in process | -6 |
| Don't know | -9 |

b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

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

C.1 In fiscal year [insert last complete fiscal year], did this establishment use its own transport to make shipments to its customers?

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.3

GO TO QUESTION C.3

c1

C.2 In fiscal year [insert last complete fiscal year], what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport?

| | Percent |
|------------------------------------|---------|
| Percent shipped with own transport | c2 % |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

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

| | Days |
|--------------------------------|------|
| Wait for electrical connection | c4 |

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

IF STILL IN PROCESS, WRITE -6,

IF APPLICATION DENIED, WRITE -5

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

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

c5

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

| | | |
|-------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.10 GO TO QUESTION C.10 |
| No | 2 | |
| Don't know | -9 | |
| | | c6 |

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

| | | Incidents per month |
|---------------------------------|-----------|----------------------------------|
| Average number of power outages | c7 | IF 0, GO TO QUESTION C.10 |

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

| | | Hours |
|----------------------------------|-----------|-------|
| Average duration of power outage | c8 | |

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

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

| | | Percent |
|--|------------|---------|
| Loss as percent of total annual sales due to power outages | c9a | % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | | LCUs |
|--|------------|------|
| Total annual losses due to power outages | c9b | |

INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0

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

| | | |
|-------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.12 GO TO QUESTION C.12 |
| No | 2 | |
| Don't know | -9 | |
| | | c10 |

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

| | | Percent |
|-------------------------------------|------------|---------|
| Percent electricity from generators | c11 | % |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.15
GO TO QUESTION C.15

c12

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

| | |
|---------------------------|-------------|
| | Days |
| Wait for water connection | c13 |

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF APPLICATION DENIED, WRITE -5

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

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

c14

| | |
|-------------|--|
| C.15 | Over fiscal year [insert last complete fiscal year], did this establishment experience insufficient water supply for production? |
|-------------|--|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.18
GO TO QUESTION C.18

c15

| | |
|-------------|--|
| C.16 | In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of water shortages does this establishment experience? |
|-------------|--|

| | |
|-----------------------------------|----------------------------|
| | Incidents per month |
| Average number of water shortages | c16 |

IF 0, GO TO QUESTION C.18

| | |
|-------------|--|
| C.17 | In a typical month, over fiscal year [insert last complete fiscal year], if this establishment experienced insufficient water supply for production, how long did the average water shortage last? |
|-------------|--|

| | |
|------------------------------------|--------------|
| | Hours |
| Average duration of water shortage | c17 |

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

| | |
|-------------|--|
| C.18 | In fiscal year [insert last complete fiscal year] , what percent of this establishment's water supply, used in the production process, was from public sources? |
|-------------|--|

| | |
|---------------------------|----------------|
| | Percent |
| Water from public sources | c18 % |

INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0

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

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

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

| | |
|-------------------------------|-------------|
| | Days |
| Wait for telephone connection | c20 |

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS WRITE -6
IF DENIED, WRITE -5**

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

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

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

| | | | | |
|--------------------|-------------|-----|----|-------------------|
| | | Yes | No | Don't know |
| a. E-mail | c22a | 1 | 2 | -9 |
| b. Its own website | c22b | 1 | 2 | -9 |

| | |
|-------------|---|
| C.30 | Is electricity No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? INTERVIEWER: SHOW CARD 3 |
|-------------|---|

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

D. SALES AND SUPPLIES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

D.1 In fiscal year [insert last complete fiscal year], what were this establishment's two main products represented by the largest proportion of annual sales?

INTERVIEWER: SHOW CARD 4

| | Description | Code | % of total revenue |
|-----------|--------------|-------------|--------------------|
| a. First | d1a1x | d1a2 | d1a3 |
| b. Second | d1b1x | d1b2 | d1b3 |

INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%

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

| | LCUs |
|---|-----------|
| Last complete fiscal year's total sales | d2 |

D.3 In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were:

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

| | Percent | |
|--|--------------|------------------------------------|
| a. National sales | d3a % | IF 100, GO TO QUESTION D.10 |
| b. Indirect exports [sold domestically to third party that exports products] | d3b % | IF 100, GO TO QUESTION D.8 |
| c. Direct exports | d3c % | IF 0, GO TO QUESTION D.8 |
| | 100% | |

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

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

D.5 And what was the longest number of days?

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

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

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

| | |
|---------------------|----------------------------------|
| | as % of consignment value |
| Losses due to theft | d6 % |

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

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

| | |
|------------------------------------|----------------------------------|
| | as % of consignment value |
| Losses due to breakage or spoilage | d7 % |

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

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

| | |
|---|-------------|
| | Year |
| When began exporting directly or indirectly | d8 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

| | |
|-------------|--|
| D.10 | In fiscal year [insert last complete fiscal year] , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft? |
|-------------|--|

| | |
|---------------------|----------------------------------|
| | as % of consignment value |
| Losses due to theft | d10 % |

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

| | |
|-------------|---|
| D.11 | In fiscal year [insert last complete fiscal year] , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage? |
|-------------|---|

| | |
|------------------------------------|----------------------------------|
| | as % of consignment value |
| Losses due to breakage or spoilage | d11 % |

INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0

| | |
|-------------|--|
| D.12 | In fiscal year [insert last complete fiscal year] , as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were: |
|-------------|--|

| | |
|---|----------------|
| | Percent |
| a. Material inputs and/or supplies of domestic origin | d12a % |
| b. Material inputs and/or supplies of foreign origin | d12b % |
| | 100% |

IF 0, GO TO QUESTION D.16

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|-------------|--|
| D.13 | Of the material inputs and/or supplies purchased in fiscal year [insert last complete fiscal year] , were any of these imported directly? |
|-------------|--|

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

d13

GO TO QUESTION D.16
GO TO QUESTION D.16

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

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

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

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

| | |
|---|-------------|
| | Days |
| Days of inventory of most important input | d16 |

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

| | |
|-------------|---|
| D.30 | <p>a. Is the transportation of goods, supplies and inputs No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>b. Do you think that customs and trade regulations are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> |
|-------------|---|

INTERVIEWER: SHOW CARD 5

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know | Does Not Apply |
|--|-------------|----------------|-------------------|----------------|----------------------|-------------------|-----------------------|
| a. Transportation of goods, supplies, and inputs d30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| b. Customs and trade regulations d30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

E.1 From the beginning to the end of fiscal year **[insert last complete fiscal year]**, what was the main market in which this establishment sold its main product line or main line of services.

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

GO TO QUESTION E.5

GO TO QUESTION E.5

e1

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

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

e2

E.3 Have sales of this establishment's main product increased, remained the same, or decreased in fiscal year **[insert last complete fiscal year]**?

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

e3

E.4 Have prices of this establishment's main product increased, remained the same, or decreased in fiscal year **[insert last complete fiscal year]**?

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

e4

| | |
|-------------|---|
| E.12 | In fiscal year [insert last complete fiscal year] , has this establishment reduced prices of its main product in response to price reductions by its domestic competitors? |
|-------------|---|

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e12

| | |
|-------------|--|
| E.13 | In fiscal year [insert last complete fiscal year] , has this establishment reduced prices of its main product in response to price reductions by its foreign competitors? |
|-------------|--|

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e13

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

e6

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

e11

| | |
|-------------|---|
| E.30 | Do you think that the practices of competitors in the informal sector are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? INTERVIEWER: SHOW CARD 6 |
|-------------|---|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|--|-------------|----------------|-------------------|----------------|----------------------|--------------------|-----------------------|
| Practices of competitors in the informal sector e30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

F. CAPACITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We now turn to the topic of this establishment's capacity utilization in fiscal year [insert last complete fiscal year].

| | |
|------------|--|
| F.1 | In fiscal year [insert last complete fiscal year], what was this establishment's current output in comparison with the maximum output possible using its facilities at the time? |
|------------|--|

| | Percent utilized |
|------------------------------------|------------------|
| Level of utilization of facilities | f1 % |

| | |
|------------|---|
| F.2 | In fiscal year [insert last complete fiscal year], how many hours per week did this establishment normally operate? |
|------------|---|

| | Hours per week |
|--------------------------------------|----------------|
| Typical hours of operation in a week | f2 |

G. LAND

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We change to questions about land issues.

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

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

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

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

| | | |
|-------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.30 GO TO QUESTION G.30 |
| No | 2 | |
| Don't know | -9 | |
| | g2 | |

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

| | Days |
|--|-----------|
| Wait for a construction-related permit | g3 |

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED, WRITE -5.**

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

| | | |
|-------------------|-----------|-----------|
| Yes | 1 | g4 |
| No | 2 | |
| Don't know | -9 | |
| REF | -8 | |

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

INTERVIEWER: SHOW CARD 7

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

I. CRIME

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We now turn to questions on crime and how crime affects the operations of this establishment.

I.1 In fiscal year [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 | -9 |

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In fiscal year [insert last complete fiscal year], what percent of its total annual sales is paid for security, or what is the total annual cost of security?

| | Percent |
|--|--------------|
| Percent of total annual sales for security | i2a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|-------------------------------|------------|
| Total annual cost of security | i2b |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

I.4 For fiscal year [insert last complete fiscal year], what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---|------------|
| Total annual value of losses from theft | i4b |

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

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

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read some statements that describe the courts and the way government officials interpret laws and regulations that affect this establishment's business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

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

INTERVIEWER: SHOW CARD

| | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | Don't know |
|---|-------------------|------------------|---------------|----------------|------------|
| "The court system is fair, impartial and uncorrupted" h7a | 1 | 2 | 3 | 4 | -9 |
| "Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." j1a | 1 | 2 | 3 | 4 | -9 |

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

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

| | Percent |
|--|-------------|
| Senior management's time spent in dealing with regulations | j2 % |

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

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

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

j3

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

| | Number |
|---|-----------|
| Times inspected or met with tax officials | j4 |

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

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

j5

| | |
|-------------|--|
| J.6a | Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government? |
|-------------|--|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

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 | j6 % |

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

| | |
|------------|---|
| J.7 | We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose? |
|------------|---|

| | Percent |
|--|--------------|
| Percent of total annual sales paid as informal payment | j7a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|-------------------------------|------------|
| Total annual informal payment | j7b |

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

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION J.13
GO TO QUESTION J.13

j10

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

| | |
|-------------------------|-------------|
| | Days |
| Wait for import license | j11 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED, WRITE-5.**

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

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

j12

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

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

j13

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

| | |
|----------------------------|-------------|
| | Days |
| Wait for operating license | j14 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED, WRITE-5.**

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

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

j15

| | |
|-------------|--|
| J.30 | <p>As I list some of many factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.</p> <p style="text-align: center;">INTERVIEWER: SHOW CARD 8</p> <p>Is/Are [READ EACH CATEGORY] No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> |
|-------------|--|

INTERVIEWER: ROTATE OPTIONS

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|---|----------------|-------------------|----------------------|-------------------|----------------------------|-------------------|----------------------|
| a. Tax rates j30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| b. Tax administration j30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| c. Business licensing and permits j30c | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| e. Political instability j30e | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| f. Corruption j30f | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| g. Courts h30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

K. FINANCE

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

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

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

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

| | Percent |
|----------------------------------|--------------|
| a. Paid for before the delivery? | k2a % |
| b. Paid for on delivery? | k2b % |
| c. Paid for after delivery? | k2c % |
| | 100 % |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

INTERVIEWER: SHOW CARD 9

| | Percent Sources of Working Capital |
|---|------------------------------------|
| a. Internal funds/Retained earnings | k3a % |
| b. Borrowed from banks (private and state-owned) | k3bc % |
| e. Borrowed from non-bank financial institutions | k3e % |
| f. Purchases on credit from suppliers and advances from customers | k3f % |
| h. Other (moneylenders, friends, relatives, etc.) | k3hd % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.6
GO TO QUESTION K.6

k4

| | |
|------------|--|
| N.5 | In fiscal year [insert last complete fiscal year] , what was the total annual expenditure for purchases of: |
|------------|--|

| | LCUs |
|--|------------|
| a. Machinery, vehicles and equipment (new and/or used) | n5a |
| b. Land and buildings | n5b |

| | |
|------------|--|
| K.5 | Over fiscal year [insert last complete fiscal year] , please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? INTERVIEWER: SHOW CARD 10 |
|------------|--|

| | Percent Sources of Investment |
|---|-------------------------------|
| a. Internal funds/Retained earnings | k5a % |
| i. Owners' contribution or issued new equity shares | k5i % |
| j. Issued new debt (including commercial paper and debentures) | k5j % |
| b. Borrowed from banks (private and state-owned) | k5bc % |
| e. Borrowed from non-bank financial institutions | k5e % |
| f. Purchases on credit from suppliers and advances from customers | k5f % |
| h. Other (moneylenders, friends, relatives, etc) | k5hd % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

k6

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

k7

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.16
GO TO QUESTION K.16

k8

| | |
|----------------------------------|--|
| K.9 | Referring to this a line of credit or loan what type of financial institution granted this loan? |
| INTERVIEWER: SHOW CARD 11 | |

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

k9

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

| | |
|---|-------------|
| | Year |
| Year most recent loan/line of credit approved | k10 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | |
|--|-------------|
| | LCUs |
| Size of most recent loan/line of credit approved | k11 |

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

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

| | |
|--|---------------|
| | Months |
| Months to pay off most recent loan loan/line of credit | k12 |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.16
GO TO QUESTION K.16

k13

| | |
|----------------------------------|--|
| K.14 | Referring only to this most recent line of credit or loan, what type of collateral was required? |
| INTERVIEWER: SHOW CARD 12 | |

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

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

| | |
|---|----------------|
| | Percent |
| Value of collateral as percent of loan/line of credit value | k15 % |

| | |
|-------------|---|
| K.16 | Going back to the past, in fiscal year [insert last complete fiscal year] , did this establishment apply for loans or lines of credit? |
|-------------|---|

| | | |
|-------------------|-----------|----------------------------|
| Yes | 1 | GO TO QUESTION K.18 |
| No | 2 | |
| Don't know | -9 | |
| | | k16 |

| | |
|-------------|---|
| K.17 | What was the main reason why this establishment did not apply for line of credit or loan in fiscal year [insert last complete fiscal year] ? INTERVIEWER: SHOW CARD 13 |
|-------------|---|

| | | |
|--|---|----------------------------|
| No need for a loan - establishment has sufficient capital | 1 | GO TO QUESTION K.21 |
| Application procedures for loans or line of credit are complex | 2 | |
| Interest rates are not favorable | 3 | |
| Collateral requirements for loans or line of credit are unattainable | 4 | |
| Size of loan and maturity are insufficient | 5 | |
| Did not think it would be approved | 6 | |
| Other | 7 | |
| | | k17 |

| | |
|-------------|--|
| K.18 | In fiscal year [insert last complete fiscal year] , how many times did this establishment apply for loans or lines of credit? |
|-------------|--|

| | | |
|-----------------------------|---------------|--|
| | Number | IF DOES NOT KNOW, GO TO QUESTION K.21 |
| Loan applications submitted | k18 | |

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

| | |
|----------------------------|---------------|
| | Number |
| Loan applications rejected | k19 |

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

| | | |
|-------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know | -9 | |
| | | k21 |

| | |
|-------------|--|
| K.30 | <p>Is access to financing, which includes availability and cost [interest rates, fees and collateral requirements], No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p style="text-align: center;">INTERVIEWER: SHOW CARD 14</p> |
|-------------|--|

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

L. LABOR

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

| | |
|------------|--|
| L.1 | At the end of fiscal year [insert last complete fiscal year] , how many permanent, full-time employees did this establishment employ? |
|------------|--|

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

| | Number |
|---|-----------|
| Permanent, full-time employees end of last complete fiscal year | 11 |

| | |
|------------|--|
| L.2 | Three fiscal years ago, in the year [insert three fiscal complete years ago] , how many permanent, full-time employees did this establishment employ? |
|------------|--|

| | Number |
|--|-----------|
| Permanent, full-time employees three complete fiscal years ago | 12 |

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

| | |
|------------|---|
| L.3 | At the end of fiscal year [insert last complete fiscal year] , how many permanent, full-time employees were: |
|------------|---|

INTERVIEWER: READ EACH CATEGORY

| | Number |
|--|------------|
| a. Production workers | 13a |
| b. Non-production workers [e.g., managers, administration, sales] | 13b |

| | |
|------------|---|
| L.4 | At the end of fiscal year [insert last complete fiscal year] , how many permanent, full-time employees were: |
|------------|---|

INTERVIEWER: READ EACH CATEGORY

| | Number |
|---------------------------------|------------|
| a. Skilled production workers | 14a |
| b. Unskilled production workers | 14b |

| | |
|------------|--|
| L.5 | At the end of fiscal year [insert last complete fiscal year] , how many permanent full-time workers were? |
|------------|--|

| | Number |
|--|------------|
| a. Female permanent full-time production workers | 15a |
| b. Female permanent full-time non-production workers | 15b |

| | |
|------------|---|
| L.6 | How many full-time seasonal or temporary employees did this establishment employ in fiscal year [insert last complete fiscal year] ? |
|------------|---|

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

| | Number |
|--|-----------|
| Full-time seasonal/temporary workers employed last fiscal year | 16 |

IF 0, GO TO QUESTION L.9

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

| | Months |
|---|-----------|
| Average length of full-time seasonal/temporary employment | 18 |

INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1

| | |
|------------|---|
| L.9 | What is the average educational attainment of a typical production worker employed in this establishment? INTERVIEWER: SHOW CARD 15 |
|------------|---|

| | |
|---------------------------------|-----------|
| 0-3 years of education | 1 |
| 4-6 years of education | 2 |
| 7-9 years of education | 3 |
| 10-12 years of education | 4 |
| 13 years and above of education | 5 |
| Don't know | -9 |

19

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION L.30

GO TO QUESTION L.30

110

| | |
|-------------|---|
| L.11 | Referring to the training programs run over fiscal year [insert last complete fiscal year] , what percent of permanent, full-time employees of the following category of workers received formal training? |
|-------------|---|

| | Percent |
|--|----------------|
| Production full-time permanent employees trained | I11a % |
| Non-production full-time permanent employees trained | I11b % |

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

| | |
|-------------|---|
| L.30 | <p>Are labor regulations No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>INTERVIEWER: SHOW CARD 16</p> |
|-------------|---|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|---|-------------|----------------|-------------------|----------------|----------------------|--------------------|-----------------------|
| Labor regulations I30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce I30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

| | |
|------------|---|
| M.1 | You have indicated that several obstacles affect the operation and growth of this establishment. Here is a card with the obstacles I just listed [HAND RESPONDENT CARD 17 LISTING ALL FACTORS] . Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three. |
|------------|---|

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

| Rank | |
|------------------------------|------------|
| Most serious obstacle | m1a |
| Second most serious obstacle | m1b |
| Third most serious obstacle | m1c |

N. PRODUCTIVITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

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

| | |
|------------|--|
| N.1 | In fiscal year [insert last complete fiscal year] , what percent of this establishment's total annual sales came from the following activities: |
|------------|--|

| | Percent |
|------------------|--------------|
| a. Manufacturing | n1a % |
| b. Services | n1b % |
| c. Other | n1c % |
| | 100% |

| | |
|------------|--|
| N.2 | For fiscal year [insert last complete fiscal year] , please provide the following information about this establishment: |
|------------|--|

| | LCUs |
|---|------------|
| a. Total annual cost of labor (including wages, salaries, bonuses, social payments) | n2a |
| e. Total annual cost of raw materials and intermediate goods used in production | n2e |
| b. Total annual costs of electricity | n2b |
| c. Total annual costs of communications services | n2c |
| f. Total annual costs of fuel | n2f |
| g. Total annual costs of transport for goods (not including fuel) | n2g |
| h. Total annual costs of water | n2h |
| d. Total annual cost of rental of land/buildings, equipment, furniture | n2d |

| | |
|------------|---|
| N.3 | In fiscal year [insert three complete fiscal years ago] , three fiscal year's ago, what was total annual sales for this establishment? |
|------------|---|

| | LCUs |
|------------------------------------|-----------|
| Total annual sales three years ago | n3 |

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

| | |
|------------|---|
| N.4 | Approximately, in fiscal year [insert last complete fiscal year] , what was the average monthly compensation, including benefits when applicable, for each type for production full-time worker? |
|------------|---|

| | a. Production worker |
|------------------------------|----------------------|
| Average monthly compensation | n4a LCUs |

| | |
|------------|---|
| N.6 | What was the net book value, the value of assets after depreciation, of the following at the end of fiscal year [insert last complete fiscal year] ? |
|------------|---|

| | LCUs |
|--------------------------------------|------------|
| a. Machinery vehicles, and equipment | n6a |
| b. Land and buildings | n6b |

| | |
|------------|--|
| N.7 | If this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following? |
|------------|--|

| | |
|--------------------------------------|-------------|
| | LCUs |
| a. Machinery vehicles, and equipment | n7a |
| b. Land and buildings | n7b |

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

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

| | | | |
|---------------------|-------------|----------------|--------------|
| Date (mm/dd) | Hour | Minutes | AM/PM |
| | | | |

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

| | |
|-------------------|---|
| Truthful | 1 |
| Somewhat truthful | 2 |
| Not truthful | 3 |

a16

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

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

a17

INTERVIEWER COMMENTS:



(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

| | |
|-------------|--------------------------------------|
| A.18 | This questionnaire was completed in: |
|-------------|--------------------------------------|

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

STOP HERE

a18

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

| Hour | Minutes |
|------|---------|
| | |

a19

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