

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

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Services	2

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
Screener

	size a6a	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 THE 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 in developing new policies and programs that enhance employment and economic growth.

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

B. GENERAL INFORMATION

INTERVIEWER: READ FOLLOWING TWO SENTENCES IF ESTABLISHMENT IS PART OF 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 THAT TOTAL SUMS TO 100%

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

	Percent
Percent held by largest owner(s)	b3 %

B.4	Are any of the owners female?
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Yes	1
No	2
Don't know	-9

b4

READ THE FOLLOWING TO THE 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?
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	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 service industry does the top manager have?
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	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?
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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 THE 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.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 THE 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
No	2
Don't know	-9

GO TO QUESTION C.19

GO TO QUESTION C.19

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 THE 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 THE RESPONDENT SAID NONE, WRITE 0

C.12	Over the last two years, did this establishment submit an application to obtain a water connection?
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Yes	1	GO TO QUESTION C.19 GO TO QUESTION C.19
No	2	
Don't know	-9	
		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.19	Over the last two years, did this establishment submit an application to obtain a telephone connection?
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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 THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS WRITE -6,
IF APPLICATION DENIED WRITE -5.

C.21	In reference to that application for a telephone connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
Don't know	-9
REF	-8

c21

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.23	Does this establishment have a high-speed, broadband Internet connection on its premises?
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Yes	1
No	2
Don't know	-9

GO TO QUESTION C.30

GO TO QUESTION C.30

c23

C.24	Is this establishment's Internet connection used to:
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		Yes	No	Don't know	NA
a. Communicate with clients and suppliers	c24a	1	2	-9	-7
b. Make purchases for this establishment	c24b	1	2	-9	-7
c. Deliver services to this establishment's clients	c24c	1	2	-9	-7
d. Do research and develop ideas on new products and services	c24d	1	2	-9	-7

C.25	Over fiscal year [insert last complete fiscal year] , did this establishment experience unavailability of Internet connection?
-------------	---

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.28

GO TO QUESTION C.28

c25

C.26	In a typical month, over fiscal year [insert last complete fiscal year] , how many times has this establishment experienced unavailability of Internet connection?
-------------	---

	Incidents per month
Number of times Internet connection unavailable	c26

IF 0, GO TO QUESTION C.28

C.27	In a typical month, over fiscal year [insert last complete fiscal year] , on average how long did the unavailability of an Internet connection last?
-------------	---

	Minutes
Average duration of unavailable Internet connection	c27

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN 1 MINUTE, WRITE 1

C.28	Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume and/or nature of purchases that this establishment makes over the Internet?
-------------	--

Yes	1
No	2
NA	-7
Don't know	-9
	c28

C.30	<p>Is electricity No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Are telecommunications 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 3</p>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
a. Electricity	c30a	0	1	2	3	4	-9	-7
b. Telecommunications	c30b	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains its supplies.

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 annual 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.17
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 THAT TOTAL SUMS 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 THE 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 THE 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 THE 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.17	Now thinking about your current experience, at the time this establishment receives delivery of its main sales item , on average how many days of inventory [days of sales] does this establishment have on hand?
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	Days
Days of inventory of main sales item	d17

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

D.30	<p>a. Do you think that the transportation of goods, supplies and inputs is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>b. Please tell me if 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>
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INTERVIEWER: SHOW CARD 4

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

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

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.14 In fiscal year [insert last complete fiscal year], has this establishment introduced new lines of products or modified existing lines of products in response to pressures from domestic competitors?

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

e14

E.15 In fiscal year [insert last complete fiscal year], has this establishment introduced new lines of products or modified existing lines of products in response to pressures from foreign competitors?

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

e15

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

Yes	1
No	2
Don't know	-9

e11

E.30	<p>Please tell me if 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.</p> <p style="text-align: center;">INTERVIEWER: SHOW CARD 7</p>
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	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

G. LAND

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We change topics to questions about land issues.

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

	Percent
a. Owned by this establishment	g1a %
b. Leased by this establishment	g1b %
	100%

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW, 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.5 GO TO QUESTION G.5
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 THE 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
No	2
Don't know	-9
REF	-8
	g4

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

Area

g5a

**INTERVIEWER: IF RESPONDENT DOES NOT KNOW, WRITE -9
SPECIFY UNITS**

Square Feet	1
Square Yards	2
Square Meters	3
Other (SPECIFY) _____ g5bx _____	4
	g5b

G.6	Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased?
------------	--

	Percent
a. Owned by this establishment	g6a %
b. Leased by this establishment	g6b %
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

G.7	In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?
------------	---

Yes	1	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
Don't know	-9	
	g7	

G.8	In the last three years, has this establishment been unsuccessful in acquiring land or new premises?
------------	--

Yes	1	
No	2	
Don't know	-9	
	g8	

G.30	<p>a. Please tell me if 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.</p> <p>b. Are zoning restrictions 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 8</p>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
a. Access to land	g30a	0	1	2	3	4	-9	-7
b. Zoning restrictions	g30b	0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE 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 value of annual losses from theft	i4b

I.30	Please tell me if you think that crime, theft and disorder is 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
Street 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	<p>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.</p> <p>[READ EACH DESCRIPTION] Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?</p> <p style="text-align: right;">INTERVIEWER: SHOW CARD</p>
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	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	<p>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?</p> <p>[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]</p>
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	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	GO TO QUESTION J.6 GO TO QUESTION J.6
No	2	
Don't know	-9	

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	j5
No	2	
Don't know	-9	
REF	-8	

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

GO TO QUESTION J.30

GO TO QUESTION J.30

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?
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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 9</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>
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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
g. Regulation on hours of operation j30g	0	1	2	3	4	-9	-7
h. Regulations on pricing & mark-ups j30h	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

K.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 10

	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, buildings, improvements to leaseholds or owned properties?
------------	---

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] , how much did this establishment spend on purchases of:
------------	---

	LCUs
a. Machinery, vehicles and equipment (new and/or used)	n5a
b. Land and buildings	n5b
c. Information technology (computers, telecommunications, software)	n5c

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 11
------------	--

	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	GO TO QUESTION K.16
Don't know	-9	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 12	

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

INTERVIEWER: IF NO TIME TO PAY OFF WAS SPECIFIED, WRITE -5.

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 13	

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 new loans or new 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
Loan applications submitted	k18
IF DOES NOT KNOW, GO TO QUESTION K.21	

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

		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 THE RESPONDENT BEFORE PROCEEDING:

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

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 fiscal year	11

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

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

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

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 last complete fiscal year	16

IF 0, GO TO QUESTION L.30

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

	Months
Average length full-time seasonal/temporary employment last fiscal year	18

L.30	Are labor regulations No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? INTERVIEWER: SHOW CARD 15
-------------	--

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

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the 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 16 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. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the performance 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.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
b. Total annual costs of electricity	n2b
c. Total annual costs of communications services	n2c
d. Total annual cost of rental of land/buildings, equipment, furniture	n2d
i. Total annual cost of finished goods and materials purchased to resell	n2e

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

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'S 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

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