
**World Bank's
ENTERPRISE SURVEY**

**UNDERSTANDING
THE QUESTIONNAIRE**

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INTRODUCTION

The World Bank's Enterprise Surveys (ES) collect data from key manufacturing and service sectors in every region of the world. The Surveys use standardized survey instruments and a uniform sampling methodology to minimize measurement error and to yield data that are comparable across the world's economies. Most importantly, the Enterprise Surveys are designed to provide panel data sets. Because panel data is one of the best ways to pinpoint how and which of the changes in the business environment affect firm-level productivity over time and across countries, the Enterprise Survey Initiative has made panel data a top priority.

The use of properly designed survey instruments and a uniform sampling methodology enhances the credibility of World Bank analysis and the recommendations that stem from this analysis. The Enterprise Survey team aims to achieve the following objectives:

- To provide statistically significant investment climate indicators that are comparable across all of the world's economies;
- To assess the constraints to private sector growth and enterprise performance;
- To build a panel of establishment-level data that will make it possible to track changes in the business environment over time, thus allowing, for example, impact assessments of reforms and policy changes; and
- To stimulate policy dialogue on the business environment and to help shape the agenda for reform.

The purpose of this document is to provide information and guidance to the implementing contractor on how to understand the questions in the surveys. Two complementary notes, the Implementation Note and the Sampling Note complete the documentation for these surveys. The Implementation Note is geared to a wider audience including field managers, field supervisors and enumerators. The Sampling Note is a technical document of more interest to researchers and final users of the data.

1. What is in an Enterprise Survey questionnaire

To generate internationally comparable data, the questions in the *Core* questionnaire are asked in all countries and for all industries where the survey is implemented. In addition to this *Core* instrument, the *Manufacturing Module* and *Services Module* questions are asked to establishments in the manufacturing and services sectors, respectively. Attachments A, B and C contain the *Core*, *Core plus Manufacturing Module*, and *Core plus Services Module*, respectively. Attachment D is the *Screener Questionnaire*. The *Screener Questionnaire* is used to screen those establishments that do not fit the sampling criteria and should not be surveyed.

The *Core* instrument is comprised of eleven sections. The first group deals with the characteristics of the business and the investment climate in which it operates including:

- Section A – *Control Information*
- Section B – *General information*: ownership, start-up.
- Section C – *Infrastructure and Services*: power, water, transport, and communication technologies.
- Section D – *Sales and Supplies*: imports, exports, supply and demand conditions.
- Section E – *Degree of Competition*: price and supply changes, competitors.
- Section G – *Land*: land ownership, land access issues.

- Section I – *Crime*: extent and losses due to crime.
- Section J – *Business-Government Relations*: quality of public services, consistency of policy, regulatory compliance costs (management time, bribes); and
- Section M – *Investment Climate Constraints*: evaluation of general obstacles.

These eight sections contain qualitative questions, asking for the manager’s opinion on the business environment and for his motivation for business decisions. Section F, *Capacity*: use of production capacity, hours of operation, is a section only included in the *Manufacturing Module*.

The second part of the instrument deals with facts and figures specific to the transactions establishments make in order to operate. More specifically, these sections contain questions on production costs, investment flows, balance sheet information and workforce statistics. These sections include:

- Section K – *Finance*: sources of finance, terms of finance, financial services.
- Section L – *Labor*: worker skills training, skill availability, employment, education levels of workers; and
- Section N – *Productivity*: Numbers and figures needed to estimate productivity.

2. How to Implement the Survey

The purpose of this section is to provide an explanation to the structure of the questionnaires; how they are formatted, what the formatting means, and how the questions should be asked. This section can serve as a training manual for field supervisors and enumerators.

a. How instructions are indicated and what they mean

The questionnaires are color-coded to facilitate their implementation. Instructions to the enumerator appear in **BOLD, CAPITALIZED BLUE FONT**. These instructions are not to be read out loud by the enumerator, but serve as guide. There are instances when a question, before being asked, requires special instructions.

THESE INSTRUCTIONS ARE IN BOLD BLUE, CAPITALIZED LETTERING AND FOUND IN GREY BOXES PLACED THROUGHOUT THE QUESTIONNAIRE

In general, any text that is in **bold, blue font**, in the questionnaires, should not be read out loud; that includes response options such as “**Don’t know**”, “**Does not apply**” or “**REF**” for refuses to answer. There are times when **blue font**, not in bold, is used to indicate that the enumerator the blue text does not need to be read out loud the first time the question is read. This blue text is there to aid the enumerator when the respondent does not understand the question and asks for clarification. In that case, the enumerator should read the blue text. See the example below:

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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The **BOLD, CAPITALIZED RED FONT** indicates a skip pattern. Whenever an enumerator sees this red font next to a response given by the respondent, they should carefully follow the skip pattern instructions.

b. How to ask some questions

In general, tables are to be read one category at a time. For example, when asking the following question:

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

It is best to ask first "Average number of days to clear customs", then solicit a response, and then continue by asking "Longest number of days to clear customs". The point is not to confuse the respondent by asking him or her two questions at once.

There are particularly difficult questions to implement that we point out here. For example, when asking the following question:

D.3	In fiscal year [insert last complete fiscal year] , what percent of this establishment's sales were:
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INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

	Percent	
a. National sales	%	IF 100, GO TO QUESTION D.9
b. Indirect exports [sold domestically to third party that exports products]	%	IF 100, GO TO QUESTION D.8
c. Direct exports	%	IF 0, GO TO QUESTION D.8
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

This is a difficult question to implement because the responses must be given in the order of the table, from top to bottom, for the skip patterns to work. The best way to ask this question is by reading each category, from top to bottom, one by one and solicit a response from each before moving on to the next category.

c. What are acceptable responses

Many questions ask for percentages or fractions. Because there are many ways to record a percentage, it is important that a standardize way of recording these responses be established. In

general, all numbers should be recorded in such a way as to not have decimals. So, 10 percent is recoded as 10 not .1 nor .10 and certainly not 1/10. In cases where the respondent answers 10.5 percent, for example, the enumerator should round up to 11 percent. In cases where the respondent answers 10.25 percent, the enumerator should round down to 10 percent. The point is to eliminate all decimals even if it sometimes means rounding down to zero.

The purpose of this standardization is to avoid an error that is common in many databases where percentages are asked of the respondent. The respondent and/or the enumerator may have a habit of responding to percentage questions in decimals. For example, instead of 1 percent, the respondent will answer .01. If some respondents answer in this way while others respond by saying one (1), the database will contain a series of 1's .01's and the person using the data has no way of knowing if the recoded number "1" means 100 percent or 1 percent and at the same time they will be at odds to decipher whether a .01 means .01% or 1 percent. Without a consistent way of recording percentages, the data become useless.

Even in those cases where percentages are not asked, for example, days of delay to get a business license, if the enumerator hears one and a half days, they should round up and record a two (2). Also, the enumerator must keep in mind that if the question asks for a response in days and the respondent responds in weeks, the enumerator must make the conversion and record the response in days, not in weeks. If the conversion is too difficult for the enumerator to do in the middle of the interview, the enumerator should record the response in weeks at the margins of the questionnaire, leave the response blank, and do the conversion immediately after the interview is done and record the response in the appropriate space.

The only case when the respondent is asked to do the conversion themselves is when they respond in dollars, euros, or any other currency which is not the local currency. All questions should have a response in the local currency units (LCUs). There are times, however, when the respondent made a purchase in some currency other than the LCU and responds with the international currency in mind. It is up to the enumerator to clarify in which unit that response was calculated and ask the respondent to convert the figure to local currency. The enumerator does not do the conversion himself. This discussion about currencies should also make it clear that the enumerator should always be cognizant of the currency units the respondent is referring to in his or her responses.

For purposes of standardization, the conventions for time conversions are the following:

1 week=7 days;
1 month=4 weeks;
1 year=52 weeks; and
1 year=365 days.

d. Explanation of terms

The instructions below provide explanations of the terms used, definitions applied and the intent of the questions that comprise the Enterprise Survey instruments.

We have developed a color scheme for quick reference. Explanations in black font indicate questions that are in all three questionnaires; the *Core*, the *Core plus the Manufacturing Module* and the *Core plus the Service Module*. Explanations to questions in red font indicate questions that only appear in the *Manufacturing Module*. Explanations to questions in green font indicate questions are questions that only appear in the *Service Module*.

Section	Number	Instructions
General Information	B.1	<p>A firm's legal status is first determined by whether it has publicly or privately held shares. Partnerships or sole proprietorships implicitly have privately-held shares. After a determination is made as to whether shares are held publicly or privately, a firm's legal status is defined by the extent of the liability. Sole proprietorships and simple partnerships are the only entities with unlimited liability.</p> <p>All firms should fit into one (and only one) of these categories.</p> <p>If a firm's shares are publicly traded, it is a publicly <u>listed company</u>. A publicly listed company is also a 'limited liability company'.</p> <p>A <u>privately held, limited liability company</u> is a firm that is owned by partners or shareholders for whom their claims over the firm are not publicly traded. They may or may not be traded privately.</p> <p>A <u>sole proprietorship</u> is a business owned and operated by one individual, physical or juridical person. A juridical person can be aggregates of persons.</p> <p>A <u>partnership</u> allows two or more people to share profits and liabilities, with or without privately held shares. In a partnership, the parties could be individuals, corporations, trusts, other partnerships, or a combination of all of the above. The essential characteristic of the partnership is the unlimited liability of every partner.</p> <p><u>Limited partnership</u> is a type of business that includes one or several general partners and one or more limited partners who invest capital into the partnership, but do not take part in the daily operation or management of the business. The limited partners limit their amount of liability to the amount of capital invested in the partnership. The general partners personally shoulder all debts and obligations of the partnership. Business operations are governed, unless otherwise specified in a written agreement, by majority vote of voting partners. Limited liability partnerships are separate legal entities that provide liability protection for all general partners as well as management rights in the business.</p> <p>Cooperatives should be designated as <u>Other</u>. The form of legal status must be specified in writing by the enumerator on the survey instrument.</p>
General Information	B.2	<p><u>Foreign</u> ownership refers to the nationality of the shareholders. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the shares are held by another company or</p>

Section	Number	Instructions
		<p>institution and the shareholders of that institution are foreign nationals, then it is foreign owned.</p> <p><u>Domestic</u> are nationals of the country in which the establishment is located.</p> <p>A firm that is a subsidiary of a government-owned firm should be considered <u>government-owned</u>.</p> <p>Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.</p>
General Information	B.3	<u>Owner(s)</u> are the collective proprietor of a corporation; persons that have legal claim to the property and/or income of the firm or own shares in the firm. In the case of sole proprietorship this variable should be 100%.
General Information	B.4	<u>Female owners</u> . Self-explanatory.
General Information	B.5	<p>The objective of this question is to obtain the year in which operations started regardless of who was the owner at the time.</p> <p>The year when the establishment began operation refers to the year in which the establishment actually started producing (or providing services), not to the year in which it was registered for the first time.</p> <p>If the establishment was privatized, then the date provided should refer to when the original government-owned establishment began operations.</p> <p>If the establishment changed its production significantly to change sector classification, then the year when that took place should be provided.</p>
General Information	B.6	The number of permanent, full-time employees for the time that the enterprise began operations should be provided.
General Information	B.6a	<p><u>Registering</u> is the establishment of a business is limited to registering or incorporating a new company with the registration office (public, private or a public private entity), in order to create a legal entity or semi-legal entity.</p> <p>For the purposes of this survey, an establishment has been registered if it has completed at least one of these:</p> <ol style="list-style-type: none"> 1. <i>Screening procedures</i> (e.g. notarize company deeds, register company at Companies Registry); 2. <i>Tax-related requirements</i> (e.g. register for various taxes including VAT); 3. <i>Labor/social security-related requirements</i> (e.g. register with pension funds, register for social security, register for various insurances such as accident);

Section	Number	Instructions
		<p>4. <i>Safety and health requirements</i> (e.g. pass inspections and obtain certificates related to work safety, building, fire, sanitation, and hygiene);</p> <p>5. <i>Environment-related requirements</i> (e.g. obtain environment certificate, register with the water management and water discharge authorities)</p>
General Information	B.6b	<u>Year of registration</u> refers to the year in which the establishment completed at least one of the five (5) steps listed in Question B.6a.
General Information	B.7	Refers to years of managerial experience in the type of sector that the establishment presently operates.
General Information	B.8	This question focuses on whether establishments received <i>and still have</i> an internationally-recognized quality certification. If an establishment had a quality certification 10 years ago but does not have one now, then the answer is “No”. Make sure that the manager understands that this question is not only for ISO certification but for any internationally recognized quality certification. Examples are: HACCP (Hazard Analysis and Critical Control Point) for food (especially, but not exclusively, for seafood and juices), and AATCC (American Association of Textiles Chemists and Colorists) for textiles.
Infrastructure and Services	C.1	<u>Own transport</u> is defined as any mode of transport owned by the establishment used to make delivery of goods to the buyer/receiver of the shipment.
Infrastructure and Services	C.2	<u>Percent of sales on own transport</u> is defined as the percentage of total annual sales that are delivered by the establishment’s own transport.
Infrastructure and Services	C.3	<u>Application for electrical connection</u> . Self-explanatory
Infrastructure and Services	C.4	<u>Wait for electrical connection</u> . Self-explanatory
Infrastructure and Services	C.5	<u>Bribe for electrical connection</u> . Self-explanatory
Infrastructure and Services	C.6	A <u>power outage</u> occurs when there is equipment malfunction from the failure of adequate supply of power. Brownouts that cause some, but not all, equipment to malfunction are also considered power outages.
Infrastructure and Services	C.7	<p>If power outages are seasonal the interviewer should ask the respondent to calculate the <u>number of outages on a typical month</u>, neither from months in which outages are most frequent nor from months where outages are most infrequent.</p> <p>The concept of typical month must be well understood since it is used several times throughout the questionnaire: it is the most common type of month in the year regarding the characteristic being asked. Thus, for answers such as “electrical outages once every 3 months” in a typical month there are 0 outages (since there will be outages only in 4 months of the year and in the rest 8 months there will be no outages). For the answer “once every other month” write 1 since there will be 6 months with outages and 6 months without</p>

Section	Number	Instructions
		them.
Infrastructure and Services	C.8	This refers to the duration of the power outages in a typical month. If power outages are seasonal the respondent should calculate <u>average duration of each power outage</u> in an average month in which outages are neither the most frequent nor most infrequent.
Infrastructure and Services	C.9	<u>Losses because of power outages</u> The Manager should estimate the amount of production lost because of power outages including damaged equipment by power fluctuations as well as the cost of re-setting equipment. To get the estimated loss as a percent of total annual sales due to power outages, the above calculation must be divided by total annual sales.
Infrastructure and Services	C.10	<u>Establishment have own generator.</u> Self-explanatory.
Infrastructure and Services	C.11	<u>Percent electricity from own or shared generator.</u> Self-explanatory
Infrastructure and Services	C.12	<u>Application for water connection.</u> Self-explanatory
Infrastructure and Services	C.13	<u>Wait for water connection.</u> Self-explanatory
Infrastructure and Services	C.14	<u>Bribe for water connection.</u> Self-explanatory
Infrastructure and Services	C.15	<u>Water shortage</u> when there is equipment failure and/or the cessation of certain production operations from the failure of adequate supply of water.
Infrastructure and Services	C.16	<u>Incidents of water shortage per month</u> can be estimated by considering the number of times a water shortage took place per month. The respondent should be asked not to make the calculation from months when water shortages are rare or from months when water shortages are extreme. The calculation should be made based on a typical month.
Infrastructure and Services	C.17	<u>Duration of water shortage</u> can be estimated by considering the duration of a water shortage took place in an average month.
Infrastructure and Services	C.18	<u>Percent of water from public sources.</u> Percent of water used in production that is obtained from government-owned utility services.
Infrastructure and Services	C.19	<u>Application for telephone connection.</u> Self-explanatory
Infrastructure and Services	C.20	<u>Wait for telephone connection.</u> Self-explanatory
Infrastructure and Services	C.21	<u>Bribe for telephone connection.</u> Self-explanatory
Infrastructure and Services	C.22	<u>E-mail and website use.</u> Self-explanatory

Section	Number	Instructions
Infrastructure and Services	C.23	<u>High-speed, broadband Internet connection</u> is defined as Internet connection that is faster than using a telephone line with a modem.
Infrastructure and Services	C.24	<u>How is Internet connection used.</u> Self-explanatory
Infrastructure and Services	C.25	<u>Unavailability of Internet connection</u> refers to instances when establishment Internet users receive an unavailable service message when attempting to access or log on to Internet services.
Infrastructure and Services	C.26	<u>Incidents of unavailable Internet connection per month</u> registers the number of times establishment internet users receive an unavailable service message when attempting to access or log on to Internet services.
Infrastructure and Services	C.27	<u>Average duration of unavailable Internet connection</u> registers the length of time (in minutes) of an average incident
Infrastructure and Services	C.28	<p>This question about <u>authentication and security of Internet transactions</u> assesses the quality of the Internet infrastructure with respect to measures of security. Establishments that cannot authenticate users nor provide and/or have the assurance of secure Internet transactions may be limited in how they use the Internet. The question is designed to determine whether this is in fact the case.</p> <p><u>Authentication</u> refers to the process of determining whether someone or something is, in fact, who or what it claim to be for the purpose of initiating a transaction or accessing information that may be behind security.</p> <p><u>Security for Internet transactions</u> make the transfer of confidential information such as passwords or credit card numbers, over the Internet, inaccessible to unauthorized users.</p>
Infrastructure and Services	C.30	<p>The manager should be given a card with the different alternatives for ‘degree of obstacle’ (from 0 to 4).</p> <p>a. <u>Electricity</u> refers to power supply received from the public grid. All aspects of that supply are being ascertained; its cost, quality, and dependability.</p> <p>b. <u>Telecommunications</u> includes communications that take place using the telephone or telephone network. All aspects of telecommunications are being ascertained. Its costs, dependability, and quality.</p>
Sales and Supplies	D.1	<p><u>Establishment’s two main products</u> The purpose of this question is to determine what the company produces.</p> <p>The enumerator should ask for the top two (2) products (those that generate the most sales) and then categorize the products according to standard industry classification codes. The enumerator should show the respondent the list of codes that correspond to the products identified to ensure agreement with the categorization. It</p>

Section	Number	Instructions
		<p>may be that all major products fall into one category or that the establishment has only one main product. If the interviewee does not know the code, the enumerator should write the sector and look for the corresponding code in the list of codes before submitting the completed questionnaire.</p> <p>It may be that all major products fall into one category of the 4 digit ISIC code classification (even if the products are different). In this case, the enumerator must fill the two spaces of the second column (even if it is the same code). Use United Nations ISIC Rev.3.1. http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17</p>
Sales and Supplies	D.2	<p><u>Total sales</u> include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. If an establishment makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year, though payment may have been received at a later date, are included in total sales. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.</p>
Sales and Supplies	D.3	<p><u>Where sales are made.</u> The purpose of this question is to determine where the establishment's final customers are located.</p> <p><u>Domestic sales</u> are when goods or services are used, consumed, or expended by firms, individuals, or other institutions inside the borders of the country.</p> <p><u>An indirect export</u> is when the manufacturer sells its goods to a trader or another agent who then exports the product without modifications. If a firm sells its product to another firm as an intermediate product (for use as one input into a different final product) which is then exported, this establishment's product is not considered an export, neither direct nor indirect. Products that the manager knows are smuggled abroad should be counted as exports.</p> <p><u>Direct export</u> is the sale of goods where the immediate recipient is an intermediary, user, consumer, firm, individual, or other institution that will expend the good and the intermediary, user, consumer, firm, individual, or other institution is located outside the borders of the country.</p>
Sales and Supplies	D.4 + D.5	<p><u>Clearing customs for direct exports.</u> The purpose of this question is to determine the efficiency of customs in clearing goods for export.</p> <p><u>Direct export</u> This question should be answered only by establishments that export directly as defined above.</p>

Section	Number	Instructions
		<p><u>Main point of exit</u> is the last domestic location (e.g. port, border crossing, and airport) from which most of the goods sold leave the country. When referring to “most goods” it is defined in terms of consignment value (not physical units).</p> <p><u>Goods cleared customs</u> These questions are designed to assess the efficiency of customs procedures. They refer to the time it takes to obtain all clearances required from the moment the goods arrived at their point of exit (e.g., port, border crossing, and airport) until the moment they satisfy the requirement of the clearance procedures at the custom office. This can also include transit procedures.</p> <p><u>Average number of days</u> to clear customs. Prompt the respondent to think of various shipments sent to the main point of exit and estimate an average time it took from the time the establishment’s shipments arrived at this point to the time they left that point of exit.</p> <p><u>Longest number of days</u> to clear customs. Prompt the respondent to think of the one shipment that took the longest to clear customs; from the time the establishment’s shipments arrived at this point to the time they left that point of exit.</p>
Sales and Supplies	D.6 + D.7	<p><u>Theft, breakage and spoilage for direct export.</u> The purpose of this question is to determine the extent of losses that stem from theft, breakage and/or spoilage as goods are transported for export, independently of whether the cost is bear by the establishment or a third party that is hired to transport the goods. Generally, what is required is to determine these losses as a result of transport between the factory and the point of exit from the country. We do not care about losses incurred between the point of exit and arrival to the final point of destination. However, there are respondents that will only be able to provide this information and nothing else. When that is the case, please take that information as an alternative measure.</p> <p><u>Consignment value</u> is the value paid when goods are delivered to the receiver. It is the agreed-upon price of the goods between seller and buyer.</p> <p><u>Theft</u> refers to robbery that occurred outside the premises of the establishment.</p> <p><u>Breakage</u> refers to the inoperability or usability of the good. A broken good is inoperable or unusable at the current state.</p> <p><u>Spoilage</u> refers to significantly reduced quality of the plant or animal product.</p>
Sales and	D.8	<p><u>First exported directly or indirectly.</u> The purpose of this question is self-</p>

Section	Number	Instructions
Supplies		<p>explanatory.</p> <p>Respondent should provide the year in which the establishment first began to produce for sale abroad. The goods could be sold abroad by either the establishment or an intermediary.</p>
Sales and Supplies	D.10 + D.11	<u>Theft, breakage and spoilage when supplying domestic markets.</u> See definitions in D.6 and D.7
Sales and Supplies	D.12	<p><u>Material inputs.</u> The purpose of this question is to determine from where the inputs to production are obtained and purchased.</p> <p>The calculation is done as a percent of all supplies and inputs purchased by the establishment for the fiscal year.</p> <p><u>Inputs</u> are materials that go through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced. Lumber in a furniture factory is good example of an input.</p> <p><u>Supplies</u> are materials or products that are used, expended, consumed, but will not comprise the final good produced. Pencils and writing paper are good examples of a supply.</p> <p>A supply or material input of <u>foreign origin</u> is one that is produced, transformed, cultivated, or extracted and sold by an entity residing outside the country. Some possible complications with foreign origin can occur if, for example, the establishment is given imported raw material by its foreign parent company or by another partner, as in the case with cut, make, and trim. The value of these raw materials and supplies must be included as foreign origin. In another example, if the establishment is given imported raw materials by the parent company and this company is local, then consider it indirectly imported and purchased from a local distributor and therefore of foreign origin. Even if the parent company provides raw material at no charge, consider the value of the purchase of foreign origin.</p> <p>A supply or material input of <u>domestic origin</u> is one that is produced, transformed, cultivated, or extracted and sold by an entity residing in the country.</p>
Sales and Supplies	D.13	<p><u>Goods imported directly</u> The purpose of this question is to determine if the establishment has any interaction with customs when having to import inputs and other materials.</p> <p><u>Imported directly</u> is purchasing goods where the immediate recipient is an establishment that will expend the good and the supplier of that good is located outside the borders of the country in which the</p>

Section	Number	Instructions
		establishment operates.
Sales and Supplies	D.14 + D.15	<p>The purpose of these questions is to measure the efficiency of customs clearance of imports.</p> <p><u>Goods cleared customs</u> includes all clearances required from the moment the goods arrived at their point of entry (e.g., port, airport) until the moment they satisfy the requirement of the clearance procedures at the custom office and can be picked up. It does not include time spent on transportation to reach the point of entry or waiting to unload at the point of entry.</p> <p><u>Average number of days</u> to clear customs. Prompt respondent to think of various shipments destined to the establishment that originated from abroad, and to estimate an average of the time it took when the shipment arrived to the country's point of entry to the time the establishment was allowed to claim them and begin domestic transport.</p> <p><u>Longest number of days</u> to clear customs. Prompt respondent to think of the one shipment destined to the establishment that originated from abroad, that took the longest time from when the shipment arrived to the country's point of entry to the time the establishment was allowed to claim them and begin domestic transport.</p>
Sales and Supplies	D.16	<p><u>Days of inventory of main input.</u> The purpose of this question is to assess the efficiency in the supply chain. When firms have to maintain a high level of stock, because they cannot rely on a predictable supply of inputs, this is a source of economic inefficiency. Inversely, if supplies of the main input can be relied upon to be easily available, firms will keep low levels of stock on hand.</p> <p>An <u>input</u> is the material that goes through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced.</p> <p>The <u>main input</u> is the input that accounts for the highest value among all inputs. It is not the input for which stock is maintained the longest. For example, if a company makes shirts, the most important input is the cloth, not the buttons and thread, though the establishment may actually keep a 90 day supply of buttons on hand and only a 30 day stock of cloth.</p> <p><u>Days of inventory</u> should be calculated by how many days of normal production capacity would consume all of the main input held in supply at the establishment's premises.</p>
Sales and Supplies	D.17	<p><u>Days of inventory of main sales item</u> The purpose of this question is to assess the efficiency in the supply chain. When firms have to</p>

Section	Number	Instructions
		<p>maintain a high level of sales items in stock, because they cannot rely on a predictable supply, this is a source of economic inefficiency. Inversely, if supplies of the main sales can be relied upon to be easily available, firms will keep low levels of stock on hand.</p> <p>The <i>main sales item</i> is the item that accounts for the highest percent of sales among all items that the establishment sells. It is not the item for which stock is maintained the longest.</p> <p><i>Days of inventory</i> should be calculated by how many days, under normal sales conditions, it would take to deplete the main sales item held in supply at the establishment's premises.</p>
Sales and Supplies	D.30	<p>The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).</p> <p>a. <i>Transportation</i> includes transport of merchandise, inputs, supply to and from the establishment . All aspects of transportation are being ascertained. Its costs, dependability, and quality.</p> <p>b. <i>Customs and trade regulations</i> refer to:</p> <ul style="list-style-type: none"> • documents required to export/import goods, • approvals, signatures or stamps that are required to export/import goods, and • terms of compliance for all procedures required to export/import goods.
Degree of Competition	E.1	<p><i>Defining the main market.</i> The purpose of this question is to get the establishment to define what it considers to be its main market.</p> <p>The main product is defined by what respondent identifies as the output that generates the most amount of revenue as defined in Question D.1. The establishment's main market is defined by the market, of the options provided, that the respondent identifies as the one generating the greatest revenue for the main product defined above.</p> <p>It could be the case that an establishment's main product is sold in smaller proportions in a greater number of markets and that the main product is never the greatest total annual share of revenue in any one market. For example, 51 percent of revenue comes from selling nails, but that is distributed equally in the local, national, and international markets, 33 percent in each. Bolts make up 49 percent of total annual revenues. However, half of the revenue for bolts comes from selling in the international market and half in the local market.</p>

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		It is clear that bolts sell more in its respective market with respect to nails, but does not generate as much revenue as nails do for the establishment. In such a case, nails should be used as the main product and the respondent should be prompted to choose a main market for nails which has been consistently a dominant market. So if it has recently entered the international market, but has had a long history in the local market, the local market should be considered the main market.
Degree of Competition	E.2	<i>Number of competitors in establishment's market.</i> Self-explanatory
Degree of Competition	E.3	<i>Change in sales.</i> The purpose of this question is to determine if the establishment has sold more, less or the same than it did in the previous year. Selling more is meant in terms of units sold; NOT revenue. For example, units are measured in Kilograms, Liters, units, dozens of shirts, etc.
Degree of Competition	E.4	<i>Change in prices.</i> The purpose of this question is to determine if the establishment's prices were higher, lower or the same as they were in the previous year. This is in unit prices.
Degree of Competition	E.12	<i>Reducing prices.</i> Refers to the degree to which competition from domestic products influenced the establishment to undertake efforts to reduce prices on sales or services.
Degree of Competition	E.13	<i>Reducing prices.</i> Refers to the degree to which competition from products originated abroad influenced the establishment to undertake efforts to reduce prices on sales or services.
Degree of Competition	E.14	<i>Presenting new lines of products.</i> Refers to the degree to which competition from domestic products influenced the establishment to undertake efforts to carry new products.
Degree of Competition	E.15	<i>Presenting new lines of products.</i> Refers to the degree to which competition from products originated abroad influenced the establishment to undertake efforts to carry new products.
Degree of Competition	E.6	<i>Technology licensed from a foreign owned company:</i> it measures access to foreign technology. The license may be held by the establishment's parent company. The answer is "no" if the establishment uses foreign technology without a license or a formal agreement.
Degree of Competition	E.11	<i>Competition from unregistered or informal firms</i> measures the establishment's perception that it may be competing with firms that may be smuggling, not abiding by copyrights or other intellectual property restrictions, avoiding payment of taxes or duty, producing and/or selling counterfeit items, and/or skirting regulations or other measures prescribed by law.
Degree of Competition	E.30	The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).

Section	Number	Instructions
		<u>Practices of competitors in the informal sector.</u> Self-explanatory
Capacity	F.1	<p><u>A capacity utilization estimate</u> should be compared to a full production capacity capability.</p> <p>Full production capacity is the maximum level of production that this establishment could reasonably expect to attain under normal and realistic operating conditions fully utilizing the machinery and equipment in place. In estimating full production capability, consider the following:</p> <ul style="list-style-type: none"> • Assume only the machinery and equipment in place and ready to operate will be utilized. Do not include facilities or equipment that would require extensive reconditioning before they can be made operable. • Assume normal downtime, maintenance, repair, and cleanup. If full production requires additional shifts or hours of operation, then appropriate downtime should be considered in the estimate. • Assume labor, materials, utilities, etc. are fully available. • Assume number of shifts, hours of plant operations, and overtime pay that can be sustained under normal conditions and a realistic work schedule. • Assume a product mix that was typical or representative of your production during a typical month. If the plant is subject to short-run variation assume the product mix of the current period. • Do not assume increased use of productive facilities outside the plant for services (such as contracting out subassembly work) in excess of the proportion that would be normal during the typical month. • Also assume “regular shifts” refers to the normal shifts of the establishment. For some establishments, there will be one shift (e.g., an eight-hour shift). Others may have two, or even three, standard shifts. Be sure to answer this question based on what the normal shift <i>actually is</i>, not on what the establishment <i>would like it to be</i>. The same applies to machinery and equipment. For instance, sometimes managers reply that capacity is 50%, because “...if they were able to double the workforce (and machineries), they would be able to produce double what they currently produce”. This is incorrect reasoning. The answer must assume a product’s potential given the <i>current</i> level of machinery, equipment, and number of shifts.
Capacity	F.2	<p><u>Hours per week of operation</u> are the hours per week in which machines are engaged in some type of mechanical, physical, or chemical transformation of materials or substances into new products or in</p>

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		which the assembly of components into new products takes place. Assume normal downtime, maintenance, repair, and cleanup. If full production requires additional shifts or hours of operation, then appropriate downtime should be considered in the hours of operation.
Land	G.1	<u>Land occupied.</u> This does not include buildings or other structures. If buildings are owned, but land is leased, then the respondent must be prompted to answer what proportion of all land used for the production process is owned or leased and must disregard buildings or structures.
Land	G.2	<u>Application for construction permit.</u> Self-explanatory
Land	G.3	<u>Wait for construction permit.</u> Self-explanatory
Land	G.4	<u>Bribe for construction permit.</u> Self-explanatory
Land	G.5	<u>Selling area</u> is the space where the sale of goods or services is made. Do not include administrative office, inventory or other storage space. <u>Unit of measurement for selling area.</u> Self-explanatory
Land	G.6	<u>Owned by this establishment</u> lands and buildings to which the State has granted all of the rights, benefits and privileges to those who have title to these properties. <u>Under management by this establishment</u> are lands and buildings that the establishment owns or leases, but does not occupy and leases to some other party. <u>Leased by this establishment</u> are lands and buildings for which use of these properties is subject to the stated terms and limitations, for a specified period and at a specified payment, of a contract between the owner of these properties and the establishment.
Land	G.7	<u>Attempted to acquire more land/ buildings.</u> Self-explanatory
Land	G.8	<u>Successful in acquiring more land/ buildings.</u> Self-explanatory
Land	G.30	The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4). a. <u>Access to land</u> refers to the possibility of buying or renting land, if the establishment needs to acquire it. b. <u>Zoning restrictions</u> refers to a set of laws and regulations that control the size, location and use of buildings within different areas.
Crime	I.1	<u>Pay for security.</u> Self-explanatory
Crime	I.2	<u>How much pay for security.</u> Self-explanatory
Crime	I.3	<u>Experienced losses from theft, robbery, vandalism, arson.</u> Self-explanatory
Crime	I.4	<u>Extent of losses from theft, robbery, vandalism, arson.</u> Self-explanatory
Crime	I.30	The manager should be given a card with the different alternatives for 'degree of obstacle' (from 0 to 4).

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		<u>Obstacle of theft and disorder.</u> Self-explanatory
Business-Government Relations	J.1	<u>Self-explanatory</u>
Business-Government Relations	J.2	<u>Percent of total senior management's time.</u> Ask managers to estimate what percentage of their time senior managers spend dealing with government regulations, inspections, negotiations and other bureaucratic burden. This is time that would otherwise be spent on business matters. It should not include time spent negotiating procurement contracts with the government - only time dealing with red tape and bureaucracy.
Business-Government Relations	J.3, J.4 and J.5	<u>Visitations and inspections from tax inspectorate officials.</u> Self-explanatory
Business-Government Relations	J.6a and J.6	<p><u>Percent of the contract value.</u> The question is designed to get at the size of the unaudited or unreported payment that is made to a government official that directly aided in granting a government contract, in part or in whole, or expanded the size of the contract to include the establishment's business.</p> <p>Again, notice the wording (phrasing) of the question: it asks for the respondent to answer for the "typical" establishment, rather than the establishment being interviewed.</p>
Business-Government Relations	J.7	<p><u>Size of informal payments/gifts</u> Informal payments are payments made to government officials that are unaudited and unreported. They are generally given to an official with the expectation that a service will be performed (such as granting a business license), a violation overlooked (such as violation of health regulation), or because the official threatens the business.</p> <p>Notice the wording (phrasing) of the question: it asks for the respondent to answer for establishments "like this one" rather than the establishment being interviewed.</p>
Business-Government Relations	J.10	<u>Application for import license</u> Self-explanatory
Business-Government Relations	J.11	<u>Wait for import license</u> Self-explanatory
Business-Government Relations	J.12	<u>Bribe for import license</u> Self-explanatory
Business-Government Relations	J.13	<u>Application for operating license</u> Self-explanatory

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Business-Government Relations	J.14	<u>Wait for operating license</u> Self-explanatory
Business-Government Relations	J.15	<u>Bribe for operating license</u> Self-explanatory
Business-Government Relations	J.30	<p>The manager should be given a card with the different alternatives for ‘degree of obstacle’ (from 0 to 4).</p> <ul style="list-style-type: none"> a. <u>Tax rates</u> refer to the actual amount of money that is paid in fulfilling tax obligations. b. <u>Tax administration</u> refers to the manner in which tax obligations and regulatory requirements are enforced in practice (e.g., inspections, audits, red-tape, unclear regulations, etc). c. <u>Business licensing and permits</u> refers to the document for which the establishment applies and a government agency dispatches as proof of official recognition that the establishment is allowed to carry out the activities required to carry out its business. d. <u>Political instability</u> refers to the predictability of political development and/or the predictability of the national government’s direction e. <u>Economic instability</u> refers to the predictability of policies on exchange rates, quotas (import), tariffs, inflation, fiscal policy, interest rates, etc. f. <u>Corruption</u> refers to public corruption only. Therefore, it refers to the lack of transparency in government decisions, the extent to which government officials ask and are willing to accept informal payments, and the extent to which government contracts are offered to those with political connections. g. <u>Regulations on hours of operation</u> refer to government restrictions on the number of hours a retail store may be open, the days in which it may operate, and/or the hours of operation. h. <u>Regulations on pricing and mark-ups</u> refer to government restrictions on the frequency, and/or how much a retail store may change the price of items.
Finance	K.1 + K.2	<p>The questions refer to an establishment’s ability to provide and be provided trade credit arrangements with suppliers and customers.</p> <ul style="list-style-type: none"> a. <u>Paid before delivery</u> means the invoice was paid before the shipment

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		<p>arrived.</p> <p>b. <u><i>Paid for on delivery</i></u> means that the payment was made at the time the shipment arrived.</p> <p>c. <u><i>Paid for after delivery</i></u> means that the payment was made at some period after the shipment had arrived.</p>
Finance	K.3	<p><u><i>Working capital</i></u> refers to financing of short term production activities. Working capital is necessary for businesses to cover short term liquidity issues, such as purchases of inputs, covering wage bills, etc. It does not refer to larger investments, such as in machinery or equipment. Since investment financing is covered under question K.5, working capital can be understood as financing of all operations, excluding investment in fixed assets.</p> <p>Working capital sources are likely to be diverse. It is important for the enumerator to make sure that the various sources do add up to 100%.</p>
Finance	K.4	<u><i>Purchase of fixed assets, investments, etc.</i></u> Self-explanatory
Finance	N.5	<p>The category <u><i>machinery, vehicles and equipment</i></u> is the annual investment of anything used directly by this establishment to produce. Vehicles include transport and loading and unloading vehicles. It should include not only the purchase cost but also all other costs involved in the investment such as transport of the item and installation cost. Expenditures to acquire and install computer hardware and/or software are also included used directly by this establishment to produce the goods and services reported question D.1.</p> <p><u><i>Land, buildings</i></u> is the annual investment in land, buildings and structures used directly or indirectly by this establishment to produce goods and services. Excluded are investments for property leased to others.</p> <p>Included are expenditures for new and used structures (including those under construction at the end of last complete fiscal year), fixtures and equipment, additions, major alterations and improvements to existing facilities, and capitalized repairs.</p> <p>Also included are expenditures made by the establishment or firm for structures which, on completion, were, or are, to be sold or leased back to that establishment or firm.</p> <p><u><i>Information technology (computers, telecommunications, software)</i></u> is the annual investment in equipment, facilities, consulting services, supplies and the automated processing of information. Everything but information technology personnel should be included.</p>

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Finance	K.5	<p><u>Fixed assets</u> include any indivisible purchase made that will increase the establishment's overall productivity. Examples include machinery/equipment, land, buildings, building improvements, etc.</p> <p>The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.</p>
Finance	K.6	<u>Checking/ savings account.</u> Self-explanatory
Finance	K.7	An <u>overdraft facility</u> is a flexible account that allows firms to draw upon in the event their account balance becomes negative. The firm will incur fees or are subject to interest payments if they exercise this option.
Finance	K.8	<p>A <u>line of credit</u> is an available amount of credit that the establishment can draw upon or leave untapped. Lines of credit usually carry monthly interest rates, and are repaid quickly (as soon as the establishment's cash flow allows for repayment).</p> <p>A <u>loan</u> is generally a much less flexible form of finance. It comes in fixed amounts (rather than ranges), carry annual interest rates (either fixed or floating).</p> <p>In case of more than one loan outstanding, consider the most recent acquired loan.</p>
Finance	K.9	<u>Institutions that granted loan.</u> Self-explanatory
Finance	K.10	<u>Year loan approved.</u> Self-explanatory
Finance	K.11	<u>Value of the loan.</u> This question refers to the term to maturity of the loan, as it was specified in the credit agreement. The respondent should answer according to what was specified in the loan contract, not what happened in practice (e.g. if they paid off the loan early or later than the term of the loan).
Finance	K.12	<u>Months to maturity of the loan.</u> Self-explanatory
Finance	K.13 + K.14	<u>Collateral</u> refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.
Finance	K.15	<u>Value of collateral as percent of loan value.</u> This question gets to the relative value of the property used to secure the loan with respect to the actual value of the loan contract. If the value of the collateral pledged is greater than the value of the loan, the answer should be greater than 100%.
Finance	K.16	<u>Apply for new loans in last year.</u> Self-explanatory
Finance	K.17	<u>Reasons for not applying for loan last year.</u> Self-explanatory
Finance	K.18	<u>Number of loan applications submitted.</u> Self-explanatory
Finance	K.19	<u>Number of loan applications rejected.</u> Self-explanatory

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Finance	K.30	<p>The manager should be given a card with the different alternatives for ‘degree of obstacle’ (from 0 to 4).</p> <p><u>Access to finance</u> refers to both the availability of finance, and the cost of finance. Availability refers to how difficult it is to actually obtain a loan. Cost of finance refers to the price of the loan and the transaction costs that are necessary to fulfill the application and disbursement process (interest rates, fees, collateral premiums).</p>
Labor	L.1	<u>Number of permanent, full-time employees last complete fiscal year</u> 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 up to 8 or more hours per day.
Labor	L.2	<u>Number of permanent, full-time employees three complete fiscal years ago.</u> See definition of <u>permanent, full-time employees</u> above.
Labor	L.3	<p><u>Number of permanent, full-time production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant’s own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item.</p> <p><u>Number of permanent, full-time non-production workers</u> are those workers not engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant’s own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Managers and other supervisory personnel with responsibilities for the performance of shop floor supervisors and below are included. Do not include shop floor supervisors.</p> <p>Employees in sales (including driver-salespersons), sales delivery (highway truck drivers and their helpers), janitorial and guard services, advertising, credit, collection, installation and servicing of own products, clerical and routine office functions, executive, purchasing, financing, legal, personnel (including cafeteria, medical, etc.) are included. Also included are employees on the payroll of the manufacturing establishment engaged in the construction of major additions or alterations utilized as a separate work force. Professional, and technical employees are included in this category.</p>
Labor	L.4	<u>Numbers of different types of permanent, full-time skilled production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance,

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		<p>repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item. Also, these workers are <u>skilled</u> in that they have some special knowledge or (usually acquired) ability in their work. A skilled worker may have attended a college, university or technical school. Or, a skilled worker may have learned his skills on the job.</p> <p><u>Unskilled production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item. Also, these workers are <u>unskilled</u> in that it is not required that they have special training, education, or skill to perform their job.</p>
Labor	L.5	<p><u>Number of permanent, full-time skilled production workers that are female.</u> Self-explanatory</p> <p><u>Number of permanent, full-time unskilled production workers that are female.</u> Self-explanatory</p>
Labor	L.6	<u>Full-time temporary or seasonal employees</u> are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of employment contract) and work 40 hours or more per week for the term of their contract.
Labor	L.8	<u>Average length of employment of all full-time temporary or seasonal employees</u> refers to the number of months that the worker was contracted for work that occupied employees for 40 hours or more per week. If average full-time temporary or seasonal employment was for less than one month, enumerator should write 1.
Labor	L.9	<u>Levels of education for average production worker.</u> Self-explanatory.
Labor	L.10	<u>Formal training</u> that has a structured and defined curriculum. Formal training may include classroom work, seminars, lectures, workshops, and audio-visual presentations and demonstrations. This does not include training to familiarize employees with equipment and machinery on the shop floor, training aimed at familiarizing employees with the establishment's standard operation procedures, or employee orientation at the beginning of an employee's tenure. <u>In-house training</u> may be conducted by other non-supervisory employees of the establishment, the establishment's supervisors or managers, or the establishments training centers.
Labor	L.11	<u>Percent, by skill category that were trained.</u> Self-explanatory
Labor	L.30	Self-explanatory

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Investment Climate Constraints on Establishment	M.1	Self-explanatory
Productivity	N.1	<p><i>Revenue from:</i></p> <p><u>Manufacturing</u> which is the mechanical, physical, or chemical transformation of materials or substances into new products. The assembly of components into new products is also considered manufacturing, except when it is construction. Establishments in the manufacturing sector are often described as plants, factories, or mills and typically use power-driven machines and materials-handling equipment. Also included in the manufacturing sector are some establishments that make products by hand, like custom tailors and the makers of custom draperies or rugs. While manufacturers typically do not sell to the public, some establishments like bakeries and candy stores that make products on the premises may be included.</p> <p><u>Services</u> consists of insurance, tourism, banking, retail, education, retailing franchising, restaurants, entertainment, media, leisure industry, transportation services, healthcare, consulting, investment and legal advice and services.</p> <p><u>Other</u> includes mining, construction, transport.</p>
Productivity	N.2	<p><u>Total cost of labor, including wages, salaries and benefits</u> is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).</p> <p><u>Electricity</u> is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.</p> <p><u>Communication services</u> includes annual cost of telephone, data transmission, telegraph, telex, teletype and all other communication services purchased in the last complete fiscal year.</p> <p><u>Fuel</u> is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels,</p>

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		<p>including purchased steam. Be sure to include fuel used to power delivery trucks, fork lifts, or other motor vehicles associated with the establishment.</p> <p><u>Transport for goods and workers (not including fuel)</u> are the total annual cost of all transportation services to and from the establishment of goods, supplies, workers and final production. Include expenses of vehicles such as repair and maintenance and depreciation. Also include total annual lease payments in case vehicles are leased.</p> <p><u>Water</u> is the total annual cost of water purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of water provided and used at this establishment.</p> <p><u>Rental of land/buildings, equipment, furniture</u> is the total annual rental payments made during the year to other companies for use of such fixed assets such as buildings (including land), machinery and equipment. Payments for machinery and equipment include use of production machinery, office equipment, computer systems, and materials handling equipment, and all other types of machinery and equipment but not passenger cars, trucks. If the parent or subsidiary rents property for use of this establishment and pays the rent, the rents should be reported as if the establishment paid them. Where it is not possible to separate out rent on land from rent on land and buildings, enter "DK" for rent on land. If the establishment rents neither land nor buildings, enter "0" into both cells. Enter "0" if the establishment does not rent equipment, machinery, or vehicles.</p>
Productivity	N.3	<p><u>Total sales</u> three complete fiscal years ago include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. If an establishment makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year even though payment may have been received at a later date are included in total sales. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.</p>
Productivity	N.4	<p><u>See definition of production workers in the Labor Section</u></p> <p>Compensation includes all annual benefits paid to the worker <i>except</i> social security tax and other labor taxes paid to the government.</p>
Productivity	N.6	<p><u>Net book value</u> equals the purchase value minus depreciation.</p> <p>The net book value represents the actual cost of assets at the time they were acquired, including all costs incurred in making the assets</p>

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		usable (such as transportation and installation) minus depreciation accumulated since the date of purchase. Included in the assets are all buildings, structures, machinery, and equipment (production, office, and transportation equipment) for which depreciation reserves are maintained. Accordingly, the value of assets at the end of the year includes the value of construction in progress.
Productivity	N.7	The <i>manager</i> should be asked this question. It is designed to ascertain the market value of the establishment's capital. Data on equipment is the most important. You can ask the manager to estimate the market value if all of the equipment, land and buildings were sold on the open market. If the respondent states that there is no market, ask how much the respondent would be willing to pay for the capital, knowing what it can produce in its <i>current condition</i> . Estimate how much it would cost to buy machinery in the current market which is similar in terms of age and characteristics. This estimate is to give an indication of the capital intensity of the firm. Keep in mind that it is one of the most important questions on the questionnaire.

List of questions used in the *Core* and *Manufacturing* and *Service Modules*

Question	Asked in Global Core? (Yes/No)	No. of variables	Asked in Manufactu ring Module? (Yes/No)	No. of variables	Asked in Service Module? (Yes/No)	No. of variables
B.1	Yes	1	Yes	1	Yes	1
B.2	Yes	4	Yes	4	Yes	4
B.3	Yes	1	Yes	1	Yes	1
B.4	Yes	1	Yes	1	Yes	1
B.5	Yes	1	Yes	1	Yes	1
B.6	Yes	1	Yes	1	Yes	1
B.6a	Yes	1	Yes	1	Yes	1
B.6b	Yes	1	Yes	1	Yes	1
B.7	Yes	1	Yes	1	Yes	1
B.8	Yes	1	Yes	1	Yes	1
C.1	No	0	Yes	1	No	0
C.2	No	0	Yes	1	No	0
C.3	Yes	1	Yes	1	Yes	1
C.4	Yes	1	Yes	1	Yes	1
C.5	Yes	1	Yes	1	Yes	1
C.6	Yes	1	Yes	1	Yes	1
C.7	Yes	1	Yes	1	Yes	1
C.8	Yes	1	Yes	1	Yes	1
C.9	Yes	1	Yes	1	Yes	1
C.10	No	0	Yes	1	No	0
C.11	No	0	Yes	1	No	0
C.12	Yes	1	Yes	1	Yes	1
C.13	Yes	1	Yes	1	Yes	1
C.14	Yes	1	Yes	1	Yes	1
C.15	No	0	Yes	1	No	0
C.16	No	0	Yes	1	No	0
C.17	No	0	Yes	1	No	0
C.18	No	0	Yes	1	No	0
C.19	Yes	1	Yes	1	Yes	1
C.20	Yes	1	Yes	1	Yes	1
C.21	Yes	1	Yes	1	Yes	1
C.22	Yes	2	Yes	2	Yes	2
C.23	No	0	No	0	Yes	1
C.24	No	0	No	0	Yes	4

Question	Asked in Global Core? (Yes/No)	No. of variables	Asked in Manufactu ring Module? (Yes/No)	No. of variables	Asked in Service Module? (Yes/No)	No. of variables
C.25	No	0	No	0	Yes	1
C.26	No	0	No	0	Yes	1
C.27	No	0	No	0	Yes	1
C.28	No	0	No	0	Yes	1
C.30	Yes	1	Yes	1	Yes	2
D.1	No	0	Yes	6	No	0
D.2	Yes	1	Yes	1	Yes	1
D.3	Yes	3	Yes	3	Yes	3
D.4	Yes	1	Yes	1	Yes	1
D.5	Yes	1	Yes	1	Yes	1
D.6	Yes	1	Yes	1	Yes	1
D.7	Yes	1	Yes	1	Yes	1
D.8	Yes	1	Yes	1	Yes	1
D.10	No	0	Yes	1	No	0
D.11	No	0	Yes	1	No	0
D.12	No	0	Yes	2	No	0
D.13	No	0	Yes	1	No	0
D.14	No	0	Yes	1	No	0
D.15	No	0	Yes	1	No	0
D.16	No	0	Yes	1	No	0
D.17	No	0	No	0	Yes	1
D.30	Yes	2	Yes	2	Yes	2
E.1	No	0	Yes	1	No	0
E.2	No	0	Yes	1	No	0
E.3	No	0	Yes	1	No	0
E.4	No	0	Yes	1	No	0
E.6	No	0	Yes	1	No	0
E.11	Yes	1	Yes	1	Yes	1
E.12	Yes	1	Yes	1	Yes	1
E.13	Yes	1	Yes	1	Yes	1
E.14	No	0	No	0	Yes	1
E.15	No	0	No	0	Yes	1
E.30	Yes	1	Yes	1	Yes	1
F.1	No	0	Yes	1	No	0
F.2	No	0	Yes	1	No	0
G.1	Yes	2	Yes	2	Yes	2

Question	Asked in Global Core? (Yes/No)	No. of variables	Asked in Manufactu ring Module? (Yes/No)	No. of variables	Asked in Service Module? (Yes/No)	No. of variables
G.2	Yes	1	Yes	1	Yes	1
G.3	Yes	1	Yes	1	Yes	1
G.4	Yes	1	Yes	1	Yes	1
G.5	No	0	No	0	Yes	2
G.6	No	0	No	0	Yes	2
G.7	No	0	No	0	Yes	1
G.8	No	0	No	0	Yes	1
G.30	Yes	1	Yes	1	Yes	2
I.1	Yes	1	Yes	1	Yes	1
I.2	Yes	1	Yes	1	Yes	1
I.3	Yes	1	Yes	1	Yes	1
I.4	Yes	1	Yes	1	Yes	1
I.30	Yes	1	Yes	1	Yes	1
J.1	Yes	1	Yes	1	Yes	2
J.2	Yes	1	Yes	1	Yes	1
J.3	Yes	1	Yes	1	Yes	1
J.4	Yes	1	Yes	1	Yes	1
J.5	Yes	1	Yes	1	Yes	1
J.6	Yes	1	Yes	1	Yes	1
J.6a	Yes	1	Yes	1	Yes	1
J.7	Yes	1	Yes	1	Yes	1
J.10	Yes	1	Yes	1	Yes	1
J.11	Yes	1	Yes	1	Yes	1
J.12	Yes	1	Yes	1	Yes	1
J.13	Yes	1	Yes	1	Yes	1
J.14	Yes	1	Yes	1	Yes	1
J.15	Yes	1	Yes	1	Yes	1
J.30	Yes	6	Yes	6	Yes	8
K.1	Yes	3	Yes	3	Yes	3
K.2	Yes	3	Yes	3	Yes	3
K.3	Yes	6	Yes	6	Yes	6
K.4	Yes	1	Yes	1	Yes	1
N.5	Yes	2	Yes	2	Yes	3
K.5	Yes	8	Yes	8	Yes	8
K.6	Yes	1	Yes	1	Yes	1
K.7	Yes	1	Yes	1	Yes	1

Question	Asked in Global Core? (Yes/No)	No. of variables	Asked in Manufactu ring Module? (Yes/No)	No. of variables	Asked in Service Module? (Yes/No)	No. of variables
K.8	Yes	1	Yes	1	Yes	1
K.9	Yes	1	Yes	1	Yes	1
K.10	Yes	1	Yes	1	Yes	1
K.11	Yes	1	Yes	1	Yes	1
K.12	Yes	1	Yes	1	Yes	1
K.13	Yes	1	Yes	1	Yes	1
K.14	Yes	5	Yes	5	Yes	5
K.15	Yes	1	Yes	1	Yes	1
K.16	Yes	1	Yes	1	Yes	1
K.17	Yes	1	Yes	1	Yes	1
K.18	Yes	1	Yes	1	Yes	1
K.19	Yes	1	Yes	1	Yes	1
K.21	Yes	1	Yes	1	Yes	1
K.30	Yes	1	Yes	1	Yes	1
L.1	Yes	1	Yes	1	Yes	1
L.2	Yes	1	Yes	1	Yes	1
L.3	No	0	Yes	2	No	0
L.4	No	0	Yes	2	No	0
L.5	No	0	Yes	2	No	0
L.6	Yes	1	Yes	1	Yes	1
L.8	Yes	1	Yes	1	Yes	1
L.9	No	0	Yes	1	No	0
L.10	No	0	Yes	1	No	0
L.11	No	0	Yes	2	No	0
L.30	Yes	2	Yes	2	Yes	2
M.1	Yes	3	Yes	3	Yes	3
N.1	No	0	Yes	3	No	0
N.2	Yes	4	Yes	8	Yes	4
N.3	Yes	1	Yes	1	Yes	1
N.4	No	0	Yes	1	No	0
N.6	No	0	Yes	2	No	0
N.7	No	0	Yes	2	No	0
Totals	92	133	125	184	105	156