

Executive Opinion Survey 2008

Global Competitiveness Report 2008-2009 of the World Economic Forum

Editors

Professor Michael Porter, Harvard University
Professor Klaus Schwab, World Economic Forum

CONFIDENTIAL

Survey responses are confidential and individual responses are not identified

Respondent Information

Country

Name: Mr ☐ Ms ☐

Position

Company

Address

Postal Code/City

Phone/Fax/E-mail

☐ Please check this box if you completed the Survey last year.

Kindly return as soon as possible to:

Global Competitiveness Report, World Economic Forum
91-93 route de la Capite, CH-1223 Cologny/Geneva, Switzerland.
Tel.: +41 (0)22 869 1212, Fax: +41 (0)22 786 2744, e-mail: gcp@weforum.org, www.weforum.org

For official use only:

☐ Large company

☐ Other

Surveys will be processed until 1 May 2008

© 2008 World Economic Forum

The World Economic Forum's *Global Competitiveness Report* (GCR) is widely recognized as the world's leading cross-country comparison of factors affecting economic competitiveness and growth. First released in 1979, the Report provides the most comprehensive assessment of competitiveness of over 130 developed and emerging economies.

The aim of the Report is to provide a unique benchmarking tool for:

Businesses in developing strategies and guiding investment decisions

Governments in identifying obstacles to economic growth and assisting in the design of better economic policies

Academia in analysing an economy's current business environment and comparing against other economies

Civil society organizations in learning more about how their country's competitiveness condition fares against that of others.

The Executive Opinion Survey is a major component of *The Global Competitiveness Report* and provides the key ingredient that turns the Report into a representative annual measure of a nation's economic environment and its ability to achieve sustained growth. The Survey gathers valuable information on a broad range of variables for which hard data sources are scarce or nonexistent.

By capturing your expert opinion on the current business environment in which you operate, *The Global Competitiveness Report* provides a unique source of insight on your economy. With your valuable input, the result is a more accurate portrayal of the current and prospective health of your nation's economic and business environment, and how it relates to the global economy.

- I. About Your Company
- II. Overall Perceptions on Your Economy
- III. Government and Public Institutions
- IV. Infrastructure
- V. Innovation and Technology
- VI. Financial Environment
- VII. Domestic Competition
- VIII. Company Operations and Strategy
- IX. Education and Human Capital
- X. Corruption, Ethics and Social Responsibility
- XI. Travel and Tourism
- XII. Environment
- XIII. Health

If you have any queries about the Survey, please send an e-mail to gcp@weforum.org

This survey requires roughly 40 minutes to complete.

Many of the questions ask you to check a box ☐ (using a “√” or “X”) or circle a number according to your opinion. Most questions appear in the following format:

3.14 Intellectual property protection and anti-counterfeiting measures in your country are:

Weak and not enforced

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strong and enforced

Circling 1: means you agree **completely** with the answer on the left-hand side

Circling 7: means you agree **completely** with the answer on the right-hand side

Circling 2: means you **largely** agree with the left-hand side

Circling 3: means you **somewhat** agree with the left-hand side

Circling 4: means your opinion is **indifferent** between the two answers

Circling 5: means you **somewhat** agree with the right-hand side

Circling 6: means you **largely** agree with the right-hand side.

Please **circle only one number** per question unless specified otherwise.

- IF YOU DO NOT KNOW THE ANSWER TO A QUESTION OR IF THE QUESTION DOES NOT APPLY, PLEASE LEAVE IT **BLANK**.
- PLEASE NOTE THAT ALL QUESTIONS REFERRING TO “**YOUR COUNTRY**” DENOTE THE COUNTRY IN WHICH YOU CURRENTLY WORK. IF YOUR FIRM IS A BRANCH OR SUBSIDIARY, IT REFERS TO THE COUNTRY WHERE YOUR BRANCH OR SUBSIDIARY OPERATES.

- **CONFIDENTIALITY**: WE REALIZE THAT SOME OF THE QUESTIONS ASK FOR POTENTIALLY SENSITIVE INFORMATION. SURVEY RESPONSES ARE CONFIDENTIAL AND INDIVIDUAL RESPONSES ARE NOT IDENTIFIED.

1.01 In what city and country are your company's global headquarters?

City: _____

Country: _____

1.02 In what city and state/province is your company located?

City: _____

State/Province: _____

1.03 Are you a citizen of the country in which you work?

☐ Yes

☐ No

1.04 What is your company's approximate number of employees in your country?

☐ < 50

☐ 51 - 100

☐ 101 - 500

☐ 501 - 1,000

☐ 1,001 - 5,000

☐ 5,001 - 20,000

☐ 20,001 - 100,000

☐ > 100,000

1.05 Please indicate (roughly) the percentage of your company that is:

Owned by the domestic (your country's) private sector: _____ %

State-owned: _____ %

Foreign-owned: _____ %

1.06 In the last financial year, what were (roughly) your company's total revenues in your country?

☐ Up to US\$ 20,000

☐ Over US\$ 20,000, up to US\$ 100,000

☐ Over US\$ 100,000 up to US\$ 500,000

☐ Over US\$ 500,000, up to US\$ 1 million

☐ Over US\$ 1 million, up to US\$ 10 million

☐ Over US\$ 10 million, up to US\$ 100 million

☐ Over US\$ 100 million, up to US\$ 1 billion

☐ Over US\$ 1 billion

1.07 Please choose the option which best describes the geographic scope of competition in your industry:

☐ Traded: Goods and services are traded across regions and often to other countries. Examples: pharmaceuticals, tourism, food products.

☐ Local: Companies primarily serve the local market. Examples: health services, most utilities, retailing, many types of construction.

1.08 Which of the following best describes your company's exposure to international competition?

My company competes: (please select only one response)

☐ Only nationally with other domestic companies

☐ With both domestic and international rivals, but only on the domestic market

☐ Internationally, but from a domestic base only

☐ Internationally, with own activities located across different countries

1.09 Your company's exports from your country as a percentage of total company sales in your country are:

- ☐ None
- ☐ 10% or less
- ☐ 10-25%
- ☐ 25-50%
- ☐ Over 50%

1.10 Please select your company's main activity:

Agriculture

- ☐ Agriculture, Hunting, Forestry and Fishing

Industry

- ☐ Mining and Quarrying
- ☐ Oil and Gas Extraction
- ☐ Electricity, Gas and Water Supply
- ☐ Construction
- ☐ Manufacturing: Refined Petroleum Products, Coke and Nuclear Fuel
- ☐ Manufacturing: Food Products and Beverages
- ☐ Manufacturing: Textiles and Apparel
- ☐ Manufacturing: Chemicals
- ☐ Manufacturing: Pharmaceuticals, Biotechnology and Medical Devices
- ☐ Manufacturing: Aerospace and Defence
- ☐ Manufacturing: Automobiles, Other Motor Vehicles and Transport Equipment
- ☐ Manufacturing: Information Technology and Telecommunications Equipment
- ☐ Manufacturing: Other Electronics
- ☐ Other Manufacturing

Services

- ☐ Wholesale and Retail Trade
- ☐ Hotels and Restaurants
- ☐ Other Travel and Tourism-related Services
- ☐ Logistics and Transport
- ☐ Telecommunications
- ☐ Computer and Software Services
- ☐ Financial Services including Insurance
- ☐ Real Estate
- ☐ Business Services
- ☐ Engineering
- ☐ Health Services
- ☐ Media and Entertainment
- ☐ Other Services

- ☐ Not classifiable by the above. Please specify: _____

2.01 Your country's economy:

Will likely be in a recession
in the next 12 months

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Will have strong growth in the
next 12 months

2.02 From the following list, please select the five most problematic factors for doing business in your country and rank these five factors from 1 (most problematic) to 5:

- | | |
|--|--------------------------------------|
| a. ____ Access to financing | i. ____ Government instability/coups |
| b. ____ Restrictive labour regulations | j. ____ Crime and theft |
| c. ____ Foreign currency regulations | k. ____ Corruption |
| d. ____ Inadequate supply of infrastructure | l. ____ Tax regulations |
| e. ____ Inefficient government bureaucracy | m. ____ Tax rates |
| f. ____ Inadequately educated workforce | n. ____ Inflation |
| g. ____ Poor work ethic in the national labour force | o. ____ Poor public health |
| h. ____ Policy instability | |

2.03 The threat of terrorism in your country:

Imposes significant costs on
businesses

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Does not impose significant
costs on businesses

2.04 The incidence of common crime and violence in your country:

Imposes significant costs on
businesses

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Does not impose significant
costs on businesses

2.05 Organized crime (mafia-oriented racketeering, extortion) in your country:

Imposes significant costs on
businesses

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Does not impose significant
costs on businesses

2.06 How much business activity in your country would you estimate to be unofficial or unregistered?

More than 50% of economic
activity is unrecorded

1	2	3	4	5	6	7
---	---	---	---	---	---	---

None, all business is
registered

3.01 How effective is your national Parliament/Congress as a law-making institution?

Very ineffective

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very effective – among the
best in the world

3.02 The legal framework in your country for private businesses to settle disputes and challenge the legality of government actions and/or regulations is:

Inefficient and subject to
manipulation

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Efficient and follows a clear,
neutral process

3.03 Public trust in the financial honesty of politicians in your country is:

Very low

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very high

3.04 When deciding upon policies and contracts, government officials in your country:

Usually favour well-connected firms and individuals

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Are neutral

3.05 The composition of public spending in your country:

Is wasteful

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Efficiently provides necessary goods and services not provided by the market

3.06 The level of taxes in your country:

Significantly limits incentives to work or invest

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Has little impact on incentives to work or invest

3.07 In your country, government subsidies and tax breaks seriously distort competition:

Strongly agree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly disagree

3.08 Agricultural policy in your country:

Is excessively burdensome for the economy

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Balances the interests of taxpayers, consumers and producers

3.09 Economic policy-making in your country is:

Centralized – national government controls almost all important decisions

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Decentralized – states and cities have important decision rights affecting economic development

3.10 Complying with administrative requirements for businesses (permits, regulations, reporting) issued by the government in your country is:

Burdensome

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Not burdensome

3.11 Are firms in your country usually informed clearly by the government on changes in policies and regulations affecting your industry?

Never informed

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Always informed

3.12 Customs procedures (formalities regulating the entry and exit of merchandise) in your country are:

Extremely slow and cumbersome

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Rapid and efficient

3.13 Property rights in your country, including over financial assets, are:

Poorly defined and not protected by law

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Clearly defined and well protected by law

3.14 Intellectual property protection and anti-counterfeiting measures in your country are:

Weak and not enforced

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strong and enforced

3.15 In your country, the government's efforts to reduce poverty and address income inequality are:

Ineffective

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Effective

3.16 How free is the press in your country?

Totally restricted

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Completely free

3.17 Police services in your country:

Cannot be relied upon to enforce law and order

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Can be relied upon to enforce law and order

4.01 General infrastructure in your country is:

Underdeveloped

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and efficient by international standards

4.02 Roads in your country are:

Underdeveloped

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and efficient by international standards

4.03 Railroads in your country are:

Underdeveloped

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and efficient by international standards

4.04 Port facilities and inland waterways in your country are:*

Underdeveloped

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and efficient by international standards

***For landlocked countries, please rate your access to port facilities and inland waterways:**

Impossible

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Easy

4.05 Passenger air transport in your country is:

Underdeveloped

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and efficient by international standards

4.06 Does the air transport network in your country provide good connections to the overseas markets offering the greatest potential to your business?

No, not at all

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, to all of my key business markets

4.07 Your country's national ground transport network (buses, trains, taxis, etc.) offers efficient, accessible transportation to a wide range of travellers to key business centres and tourist attractions within your country?

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Totally agree

4.08 The quality of the electricity supply in your country (lack of interruptions and lack of voltage fluctuations):

Is worse than in most other countries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Meets the highest standards in the world

4.09 New telephone lines for your business are:

Scarce, difficult to obtain and unreliable

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Widely available and highly reliable

4.10 Do you trust your country's postal system sufficiently to have a friend mail a small package worth US\$ 100 to you?

No, not at all

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, I trust the system entirely

5.01 In your country, the latest technologies are:

Not widely available nor used

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Widely available and used

5.02 Companies in your country are:

Not able to absorb new technology

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Aggressive in absorbing new technology

5.03 In your country, licensing of foreign technology is:

Uncommon

1	2	3	4	5	6	7
---	---	---	---	---	---	---

A common means of acquiring new technology

5.04 Foreign direct investment in your country:

Brings little new technology

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Is an important source of new technology

5.05 Scientific research institutions in your country (e.g., university laboratories, government laboratories) are:

Non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

The best in their fields internationally

5.06 In the area of R&D, collaboration between the business community and local universities is:

Minimal or non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Intensive and ongoing

5.07 In your country, a failed entrepreneurial project is considered:

An embarrassment

1	2	3	4	5	6	7
---	---	---	---	---	---	---

A valuable learning experience

5.08 In your country, government procurement decisions result in technological innovation:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.09 Information and communication technologies (computers, Internet, etc.) are an overall priority for the government:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.10 Government programmes promoting the use of information and communication technologies are:

Not very successful

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Highly successful

5.11 In your country, online government services such as personal tax, car registrations, passport applications, business permits and e-procurement are:

Not available

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensively available

5.12 The presence of information and communications technologies in government offices in your country is:

Very rare

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Commonplace and pervasive

5.13 The government has a clear implementation plan for utilizing information and communication technologies for improving the country's overall competitiveness:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.14 The use of information and communication technologies by the government has improved the efficiency of government services, facilitating interaction with businesses and individuals:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.15 Laws relating to the use of information technology (electronic commerce, digital signatures, consumer protection) are:

Non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Well-developed and enforced

5.16 The competition among Internet Service Providers in your country ensures high quality, infrequent interruptions and low prices:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.17 Companies within your country use the Internet extensively for buying and selling goods, and for interacting with customers and suppliers:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

5.18 Internet access in schools is:

Very limited

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive – most children have frequent access

5.19 In your country, is digital content (text and audiovisual content, software products) widely accessible via multiple platforms (fixed-line Internet, wireless Internet, mobile network, satellite, etc)?

No, digital content is not accessible

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, digital content is accessible via a wide range of platforms

6.01 The level of sophistication of financial markets in your country is:

Poor by international standards

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Excellent by international standards

6.02 Banks in your country are:

Insolvent and may require a government bailout

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Generally healthy with sound balance sheets

6.03 How easy is it to obtain a bank loan in your country with only a good business plan and no collateral?

Impossible

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very easy

6.04 In your country, how easy is it for entrepreneurs with innovative but risky projects to find venture capital?

Impossible

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very easy

6.05 During the past year, obtaining credit for your company has become:

More difficult

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Easier

6.06 Raising money by issuing shares on the stock market in your country is:

Impossible

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very easy

6.07 Regulation of securities exchanges in your country is:

Not transparent, ineffective and subject to undue influence from industry and government

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Transparent, effective and independent of undue influence from industry and government

6.08 The inflow and outflow of capital into and from your country is:

Highly restricted by law

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Not restricted by law

6.09 Foreign ownership of companies in your country is:

Rare and limited

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Prevalent and encouraged

6.10 In your country, rules governing foreign direct investment:

Discourage foreign direct investment

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Encourage foreign direct investment

6.11 In your country, tariff and non-tariff barriers significantly reduce the ability of imported goods to compete in the domestic market:

Strongly agree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly disagree

6.12 Financial auditing and reporting standards regarding company financial performance in your country are:

Extremely weak

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extremely strong – the best in the world

6.13 Interests of minority shareholders in your country are:

Not protected by law

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Protected by law and actively enforced

7.01 Competition in the local market is:

Limited in most industries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Intense in most industries

7.02 Buyers in your country make purchasing decisions:

Based solely on the lowest price

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Based on a sophisticated analysis of performance attributes

7.03 Local suppliers in your country are:

Largely non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Numerous and include the most important materials, components, equipment and services

7.04 The quality of local suppliers in your country is:

Very poor

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very good

7.05 Standards on product/service quality, energy and other regulations (outside environmental regulations) in your country are:

Lax or non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Among the world's most stringent

7.06 Anti-monopoly policy in your country is:

Lax and not effective at promoting competition

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Effective and promotes competition

7.07 Corporate activity in your country is:

Dominated by a few business groups

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Spread among many firms

7.08 State-owned enterprises in your country:

Play a dominant role in the economy

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Have little or no role in the economy

7.09 State-owned enterprises in your country:

Are heavily favoured over private sector competitors

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Compete on an equal basis with the private sector

7.10 Starting a new business in your country is generally:

Extremely difficult

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Easy

--

7.11 In your country's economy, well developed and deep clusters are:

Rare or absent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Widespread in many fields

7.12 In your country, collaboration among firms, suppliers, partners, and associated institutions within clusters is:

Non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and supported by trade organizations

7.13 In your country, formal policies to support cluster development are:

Non-existent

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and cover many clusters and regions

7.14 In your country, how is process machinery obtained?

Almost always imported

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Almost always available locally from world-class suppliers

7.15 In your country, specialized research and training services are:

Not available

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Available from world-class local institutions

8.01 Competitiveness of your country's companies in international markets is primarily due to:

Low cost or local natural resources

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Unique products and processes

8.02 Exporting companies in your country are:

Primarily involved in individual steps of the value chain (e.g. resource extraction or production)

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Present across the entire value chain (i.e. do not only produce but also perform product design, marketing sales, logistics and after-sales services)

8.03 Exports from your country to neighbouring countries are:

Limited

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Substantial and growing

8.04 Exporting companies from your country sell:

Primarily in a small number of foreign markets

1	2	3	4	5	6	7
---	---	---	---	---	---	---

In virtually all international markets

8.05 Companies in your country:

Do not spend money on research and development

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Spend heavily on research and development relative to international peers

8.06 In your country, companies obtain technology:

Exclusively from licensing or imitating foreign companies

1	2	3	4	5	6	7
---	---	---	---	---	---	---

By conducting formal research and pioneering their own new products and processes

8.07 In your country, production processes use:

Labour-intensive methods or previous generations of process technology

1	2	3	4	5	6	7
---	---	---	---	---	---	---

The world's best and most efficient process technology

8.08 In your country, the extent of marketing is:

Limited and primitive

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Extensive and employs the world's most sophisticated tools and techniques

8.09 Customer orientation: Firms in your country:

Generally treat their customers badly

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Are highly responsive to customers and customer retention

8.10 International distribution and marketing from your country:

Takes place through foreign companies

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Is owned and controlled by local companies

8.11 In your company, willingness to delegate authority to subordinates is:

Low – top management controls all important decisions

1	2	3	4	5	6	7
---	---	---	---	---	---	---

High – authority is mostly delegated to business unit heads and other lower level managers

8.12 Management compensation in your country is:

Based on fixed salaries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Heavily based on performance using bonuses or equity compensation

8.13 Senior management positions in your country are:

Usually held by relatives or friends without regard to merit

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Mostly held by professional managers chosen based on superior qualification

8.14 Corporate governance by investors and boards of directors in your country is characterized by:

Management has little accountability

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Investors and boards exert strong supervision of management decisions

9.01 The educational system in your country:

Does not meet the needs of
a competitive economy

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Meets the needs of a
competitive economy

9.02 Primary schools in your country are:

Of poor quality

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Among the best in the world

9.03 Math and science education in your country's schools:

Lag far behind most other
countries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Are among the best in the
world

9.04 Management or business schools in your country are:

Limited or of poor quality

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Among the best in the world

9.05 Your country's talented people:

Normally leave to pursue
opportunities in other
countries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Almost always remain in the
country

9.06 Scientists and engineers in your country are:

Non-existent or rare

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Widely available

9.07 The hiring and firing of workers is:

Impeded by regulations

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Flexibly determined by
employers

9.08 Labour-employer relations in your country are:

Generally confrontational

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Generally cooperative

9.09 In your country, wages are:

Set by a centralized
bargaining process

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Up to each individual company

9.10 In your country, pay is:

Not related to worker
productivity

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly related to worker
productivity

9.11 Labour regulation in your country:

Prevents your company
from employing foreign labour

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Does not prevent companies
from employing foreign labour

9.12 The general approach of companies in your country to human resources is:

To invest little in training
and employee development

1	2	3	4	5	6	7
---	---	---	---	---	---	---

To invest heavily to attract,
train and retain employees

9.13 In your country, for similar work, wages for women are:

Significantly below those of men

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Equal to those of men

9.14 In your country, do businesses provide women the same opportunities as men to rise to positions of leadership?

No, women have no opportunities to rise to positions of leadership

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, opportunities for women to rise to positions of leadership are the same as for men.

10.01 In your country, how commonly do the following firms pay bribes to public servants or public officials?

a. Domestic firms

Very common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

b. Foreign firms

Very common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

10.02 Is the judiciary in your country independent from influences of members of government, citizens or firms?

No – heavily influenced

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes – entirely independent

10.03 In your country, has the government put in place effective measures to successfully combat corruption and bribery?

No, such measures do not exist or they are totally ineffective

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, such measures exist and are very effective

10.04 In your country, diversion of public funds to companies, individuals or groups due to corruption:

Is common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

10.05 In your country, how frequently would you estimate that firms make undocumented extra payments or bribes connected with the following:

a. Import and export permits:

Common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

b. Public utilities (e.g., telephone or electricity):

Common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

c. Annual tax payments:

Common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

d. Awarding of public contracts and licences:

Common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

e. Obtaining favourable judicial decisions:

Common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

10.06 Do illegal payments to influence government policies, laws or regulations impose costs or otherwise negatively affect your company?

Yes, they have a significant
negative impact

1	2	3	4	5	6	7
---	---	---	---	---	---	---

No, they have no impact

10.07 The corporate ethics (ethical behaviour in interactions with public officials, politicians and other enterprises) of firms in your country are:

Among the worst in the
world

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Among the best in the world

10.08 In your country, how common are undocumented extra payments or bribes from one private firm to another to secure business?

Very common

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Never occurs

11.01 When senior executives visit your country for the first time for business purposes, how likely are you to recommend extending their trip for leisure purposes?

I would never recommend it

1	2	3	4	5	6	7
---	---	---	---	---	---	---

I would always recommend it

11.02 Are foreign visitors welcome in your country?

Totally unwelcome

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Very welcome

11.03 The development of the Travel and Tourism industry is a priority for the government of your country:

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

11.04 Does your country carry out effective marketing and branding to attract tourists?

No, tourism marketing is
non-existent or completely
ineffective

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, tourism marketing is
excellent, and is very effective
in attracting tourists

11.05 Is your country's government taking the necessary steps to ensure that the Travel and Tourism sector is being developed in a sustainable way?

No, development of the
sector does not take into
account issues related to
environmental protection and
sustainable development

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Yes, issues related to
environmental protection and
sustainable development are
at the core of the
government's strategy

12.01 How stringent is your country's environmental regulation?

Lax compared to most
countries

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Among the world's most
stringent

12.02 Enforcement of environmental regulations in your country is:

Lax

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Rigorous

12.03 The natural environment in your country is:

Among the most polluted in the world

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 As clean as the least polluted countries in the world

12.04 In your country, environmental challenges negatively impact business operations or local business expansion:

Strongly agree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Strongly disagree

12.05 The incidence of environmental disasters such as floods, droughts, or severe storms significantly impacts your company's operations or decisions on expanding local business activities:

Strongly agree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Strongly disagree

13.01 In your country, the quality of healthcare provided for ordinary citizens is:

Very poor

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Among the best health care delivery systems of the world

13.02 How accessible is healthcare in your country?

Only for elites

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Universal, all citizens have healthcare coverage

13.03 Healthcare delivery in your country is:

Highly fragmented among physicians, clinics and hospitals

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Well coordinated and integrated for the patient

13.04 How serious do you consider the impact of these diseases on your company in the next five years?

a. Malaria

Extremely serious

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Not a problem

b. Tuberculosis

Extremely serious

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Not a problem

c. HIV/AIDS

Extremely serious

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Not a problem

13.05 How severely is HIV/AIDS currently affecting your business operations (e.g. death, disability, medical and funeral expenses, productivity and absenteeism, recruitment and training expenses, revenues)?

Significant negative impact

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Not a problem

13.06 What is the state of your company's HIV/AIDS policy?

- ☐ There is neither a written nor an informal HIV/AIDS policy
- ☐ There is an informal company policy in that other policies include HIV/AIDS-related components
- ☐ There is a written HIV/AIDS-specific company policy

13.07 To what extent do you believe that your company's current policies and programmes are sufficient to effectively manage the impact of HIV/AIDS on your business in the next five years?

Will not be sufficient and/or
effective

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Will be sufficient and effective

13.08 Does your company have an HIV/AIDS policy and/or programmes to address the following issues?

	No	Yes, but not implemented	Yes
a. Information about the risk of infection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Voluntary, confidential, anonymous HIV testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Condoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Discrimination in promotion, pay or benefits based on HIV status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Anti-retrovirals (AIDS drugs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you very much for completing this Survey!

Please return it to:
Global Competitiveness Report
World Economic Forum
91-93 Route de la Capite,
CH-1223 Cologny
Geneva, Switzerland



COMMITTED TO
IMPROVING THE STATE
OF THE WORLD

The World Economic Forum is an independent international organization committed to improving the state of the world by engaging leaders in partnership to shape global, regional and national agendas.

Incorporated on a voluntary basis in 1971 and based in Geneva, Switzerland, the World Economic Forum is a non-profit, non-governmental organization. Its members and partners are not for-profit; it is open to all parties with mutual interests. (www.weforum.org)