

D	Interview number
(HAS TO BE UNIQUE - ONE NUMBER PER INTERVIEW)	

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

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Services	2

**A.1 Country a1**

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<b>A.2 a2</b>	<b>Sampling Region</b>
Tirana	1
Durrës	2
Elbasan	3
Fier	4
Vlora	5
Gjirokastra	6
Korca	7
Shkodra	8

**A.3 City/town/village a3**

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**A3a City/town/village local code a3a**

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<b>A.4 Industry</b>		<b>Sampling sector a4a</b>	<b>Screening sector a4b</b>
Manufacturing	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricate metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Other manufacturing	2	2	
Services	Retail	52	52
	Wholesale	51	51
Other	IT	72	72
	Hotels and restaurants	55	55
	Other services	50	50
	Construction	45	45
	Transport (60-64)	60	60

**A.5 Sector match between screener information and sample frame a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

**ALa.20 If the firm belongs to the category "Outward Processing Regime" Ala20**

Yes	1
No	2

**A.6 Size**

	<b>Sampling size a6a</b>	<b>Screening Size a6b</b>
Small >=5 and <=19	1	1
Medium =20 and <=99	2	2
Large >=100	3	3

**A.7 Establishment is part of a larger firm a7**

Yes	1
No, a firm on its own	2

**A.8 Type of establishment a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>Does not apply</b>	<b>-7</b>

**A.9 Establishment financial statements prepared separately of HQ statements a9**

Yes	1
No	2

**A.10 Establishment financial statements prepared separately of other establishments of same firm a10**

Yes	1
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MASTER MANUFACTURAS 20-03

No	2
<b>Does not apply</b>	<b>-7</b>

A.11 If HQ, financial statements independent of the rest of establishments **a11**

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

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**ALa21** Interviewed in the BEEPS Survey? **ALa21**

Yes	1	Go to AL21a
No	2	

**ALa21a** If included in the BEEPS Survey, fill in the panel ID number **ALa21a**

B	E	E	P	S				
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A.14 Time face-to-face interview begins:

Date (mm/dd)	Hour	Minutes	AM/PM

a14

**(READ OUT):** The goal of this survey is to gather information and opinions about the investment climate in Albania. Ultimately, the information gathered here will help the World Bank in developing new policies and programs that enhance employment and economic growth. The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

**(READ OUT ONLY IF THE ESTABLISHMENT IS PART OF A LARGER FIRM):** We begin by asking four questions that apply to the firm, not the establishment.

**B.1** What is this firm's current legal status? **(SHOW CARD 1)**

a. Publicly listed company	1	<b>b1</b>
b. Private held, limited liability company	2	
c. Sole proprietorship	3	<b>b1x</b>
d. Partnership <b>(Collective company)</b>	4	
e. Limited partnership <b>(Comandite company)</b>	5	
f. Other <b>(SPECIFY)</b>	6	

**B.2** What percent of this firm is owned by each of the following: **(SHOW CARD 2 - CHECK TOTAL SUMS TO 100%)**

	Percent
a. Private domestic individuals, companies or organizations	<b>b2a</b> %
b. Private foreign individuals, companies or organizations	<b>b2b</b> %
c. Government/State	<b>b2c</b> %
d. Other <b>(SPECIFY)</b>	<b>b2d</b> %
	100%

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

	Percent
Percent held by largest owner(s)	<b>b3</b> %

**B.4** Are any of the owners female?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**b4**

**(READ OUT IF ESTABLISHMENT IS PART OF A LARGER FIRM): I want to proceed by asking you about the establishment.**

**B.5** In what year did this establishment begin operations in this country? **(PLEASE CODE YEAR: YYYY)**

	Year
Year establishment began operations	<b>b5</b>
<b>Don't know</b>	<b>-9</b>

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers **(INTERVIEWER: include respondent when applicable)**

	Number
Full-time employees at start-up	<b>b6</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**b6a**

**B.6b** In what year was this establishment formally registered? **(PLEASE CODE YEAR: YYYY)**

	Year
Year establishment formally registered	<b>b6b</b>
<b>Never registered</b>	<b>-7</b>
<b>Don't know</b>	<b>-9</b>

**B.7** How many years of experience working in this service industry does the top manager have?

	Years
Manager's experience in sector	<b>b7</b>
<b>Less than one year</b>	<b>01</b>
<b>Don't know</b>	<b>-9</b>

<b>B.8</b>	Does this establishment have an internationally-recognized quality certification?
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**(READ OUT IF NECESSARY):** Some examples are ISO 9000, 9002 or 14000, HACCP (FOR FOOD) AND AATCC (FOR TEXTILES)

Yes	1
No	2
<b>Still in process</b>	<b>-6</b>
<b>Don't know</b>	<b>-9</b>

<b>b8</b>
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**C. INFRASTRUCTURE AND SERVICES**

**(READ OUT):** Now, we turn to the establishment’s operations in fiscal year **2006**. The questions that follow assess how infrastructure and infrastructure services affect this establishment.

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

Yes	1	<b>GO TO QUESTION C.6</b> <b>GO TO QUESTION C.6</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c3**

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

	Days
Wait for electrical connection	<b>c4</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1	<b>c5</b>
No	2	
<b>Don't know</b>	<b>-9</b>	
<b>Refusal</b>	<b>-8</b>	

**C.6** Over fiscal year **2006**, did this establishment experience power outages?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c6**

**C.7** In a typical month, over fiscal year **2006**, how many power outages did this establishment experience?

	Incidents per month	
Average number of power outages	<b>c7</b>	<b>IF 0, GO TO QUESTION C.12</b>
<b>Don't know</b>	<b>-9</b>	

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

	Hours
Average duration of power outage	<b>c8</b>
<b>Less than one hour</b>	<b>01</b>
<b>Don't know</b>	<b>-9</b>

**C.9** Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages? (**PROVIDE THE ANSWER IN % OR IN 'ALL', NOT BOTH**)

**c9a**

	Percent
a. Loss as percent of total annual sales due to power outages	
<b>None/ No losses</b>	<b>0</b>
<b>Don't know</b>	<b>-9</b>

**c9b**

	ALL
b. Total annual losses due to power outages	
<b>None/ No losses</b>	<b>0</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.19</b> <b>GO TO QUESTION C.19</b>
No	2	
<b>Don't know</b>	<b>3</b>	

**c12**

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

	Days
Wait for water connection	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Refusal</b>	<b>-8</b>

**c14**

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

Yes	1	<b>GO TO QUESTION C.22</b> <b>GO TO QUESTION C.22</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c19**

**ALC.19b** Where did this establishment apply for this telephone connection?

	Yes	No	<b>Don't know</b>
1. Public operator (Albtelecom) <b>ALc19b1</b>	1	2	<b>-9</b>
2. Private operator <b>ALc19b2</b>	1	2	<b>-9</b>

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

	Days
Wait for telephone connection	<b>c20</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Refusal</b>	<b>-8</b>

**c21**

**C.22** At the present time, does this establishment use the following to communicate with its clients or suppliers?

**(READ OUT)**

	Yes	No	<b>Don't know</b>
1. E-mail <b>c22a</b>	1	2	<b>-9</b>
2. Its own website <b>c22b</b>	1	2	<b>-9</b>

**C.23** Does this establishment have a high-speed, broadband Internet connection on its premises?

Yes	1	<b>GO TO QUESTION C.30</b> <b>GO TO QUESTION C.30</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c23**

**C.24** Is this establishment’s Internet connection used to...:

**(READ OUT)**

		Yes	No	Don't know	NA
1. Make purchases for this establishment	<b>c24b</b>	1	2	-9	-7
2. Deliver services to this establishment’s clients	<b>c24c</b>	1	2	-9	-7
3. Do research and develop ideas on new products and services	<b>c24d</b>	1	2	-9	-7

**C.25** Over fiscal year **2006**, did this establishment experience unavailability of Internet connection?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.28**

**GO TO QUESTION C.28**

**c25**

**C.26** In a typical month, over fiscal year **2006**, how many times has this establishment experienced unavailability of Internet connection?

	Incidents per month
Number of times Internet connection unavailable	<b>c26</b>
Don't know	-9

**IF 0, GO TO QUESTION C.28**

**C.27** In a typical month, over fiscal year **2006**, on average how long did the unavailability of an Internet connection last?

	Minutes
Average duration of unavailable Internet connection	<b>c27</b>
Less than one minute	1
Don't know	-9

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

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

**c28**

**C.30** Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
Are **telecommunications** No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **(SHOW CARD 3)**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
1. Electricity	<b>c30a</b>	1	2	3	4	5	-9	-7
2. Telecommunications	<b>c30b</b>	1	2	3	4	5	-9	-7

**D. SALES AND SUPPLIES**

**(READ OUT):** The next topic is about sales and supplies.

**D.1** In fiscal year **2006**, what was this establishment’s main product or service represented by the largest proportion of annual sales? Please provide its description its ISIC code, description and % of total annual sales. **(SHOW CARD 4 – TOTAL DOES NOT NECESSARILY ADD UP TO 100%)**

	Description	Code	% of total sales
1. First	<b>d1a1x</b>	<b>d1a2</b>	<b>d1a3</b>

**D.2** In fiscal year **2006**, what were this establishment’s total annual sales?

	ALL
Last complete fiscal year’s total annual sales	<b>d2</b>

**D.3** In fiscal year **2006**, what percent of this establishment’s sales were: **(SHOW CARD 5 – ASK FOLLOWING THE ORDER OF THE TABLE - CHECK TOTAL ADDS UP TO 100%)**

	Percent	
a. National sales	<b>d3a %</b>	<b>IF 100, GO TO QUESTION D.17</b>
b. Indirect exports [sold domestically to third party that exports products]	<b>d3b %</b>	<b>IF 100, GO TO QUESTION D.8</b>
c. Direct exports	<b>d3c %</b>	<b>IF 0, GO TO QUESTION D.8</b>
	<b>100%</b>	

**D.4** In fiscal year **2006**, 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	<b>d4</b>
Longest number of days to clear customs	<b>d5</b>
<b>Less than one day</b>	<b>1</b>
<b>Don’t know</b>	<b>-9</b>

**D.6** In fiscal year **2006**, what percent of the consignment value of the products exported directly was lost, if any, while in transit because of theft?

	as % of consignment value
Losses due to theft of direct exports	<b>d6 %</b>
<b>No losses</b>	<b>0</b>
<b>Don’t know</b>	<b>-9</b>

**D.7** In fiscal year **2006**, what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

	as % of consignment value
Losses due to breakage or spoilage	<b>d7</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know</b>	<b>-9</b>

**D.8** In what year did this establishment first export directly or indirectly? **(PLEASE CODE YEAR: YYYY)**

	Year
Began exporting directly or indirectly	<b>d8</b>
<b>Don't know</b>	<b>-9</b>

**D.17** At the present time, when this establishment receives its main sales item, on average, how many days of inventory measured in days of sales, does this establishment keep? **(IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)**

	Days
Days of inventory of main sales item	<b>d17</b>
<b>Don't know</b>	<b>-9</b>

**D.30** 1. Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **(SHOW CARD 6)**

2. Please tell me if you think that **customs and trade regulations** are No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **(SHOW CARD 6)**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know</b>	<b>Does Not Apply</b>
1. Transport	<b>d30a</b>	1	2	3	4	5	<b>-9</b>	<b>-7</b>
2. Customs and trade regulations	<b>d30b</b>	1	2	3	4	5	<b>-9</b>	<b>-7</b>

**E. DEGREE OF COMPETITION**

**(READ OUT):** Now we turn to the topic of competition and innovation.

**E.12** In fiscal year **2006**, has this establishment reduced prices of its main product in response to price reductions by its domestic competitors?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

**e12**

**E.13** In fiscal year **2006**, has this establishment reduced prices of its main product in response to price reductions by its foreign competitors?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

**e13**

**E.14** In fiscal year **2006**, has this establishment introduced new lines of products or modified existing lines of products in response to pressures from domestic competitors?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

**e14**

**E.15** In fiscal year **2006**, has this establishment introduced new lines of products or modified existing lines of products in response to pressures from foreign competitors?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

**e15**

**O.7** What percent of the workforce regularly use computers in their jobs in this establishment?

Percent of workforce that uses computers	<b>o7 %</b>
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

<b>E.11</b>	Does this establishment compete against unregistered or informal firms?
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Yes	1
<b>No</b>	<b>2</b>
<b>Don't know</b>	<b>-9</b>

**e11**

<b>E.30</b>	Do you think that the <b>practices of competitors in the informal sector</b> are No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment. <b>(SHOW CARD 6)</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
1. Practices of competitors in the informal sector <b>e30</b>	1	2	3	4	5	<b>-9</b>	<b>-7</b>

**G. LAND**

**(READ OUT):** We change topics to questions about land issues.

**G.1** Of the land occupied by this establishment, what percent is: **(UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100%)**

	Percent	Don't know
a. Owned by this establishment	<b>g1a</b> %	<b>-9</b>
b. Leased by this establishment	<b>g1b</b> %	<b>-9</b>
c. Other <b>(SPECIFY)</b>	<b>ALg1c</b> %	<b>-9</b>
d. It is a floor in a building	-7	<b>-9</b>
	100 %	

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

Yes	1	<b>GO TO QUESTION G.5</b> <b>GO TO QUESTION G.5</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**g2**

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

	Days
Wait for a construction-related permit	<b>g3</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1	<b>g4</b>
No	2	
<b>Don't know</b>	<b>-9</b>	
<b>Refusal</b>	<b>-8</b>	

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

Area	<b>g5a</b>
<b>Don't know</b>	<b>-9</b>

**SPECIFY UNITS**

Square Feet	1	
Square Yards	2	
Square Meters	3	
<b>Other (SPECIFY) _____</b>	<b>g5bx</b>	<b>4</b>

**g5b**

**G.6** Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased?  
**(UNLESS RESONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100%)**

	<b>Percent</b>	<b>Don't know</b>
a. Owned by this establishment	<b>g6a</b> %	<b>-9</b>
b. Leased by this establishment	<b>g6b</b> %	<b>-9</b>
ALg6c Other <b>(SPECIFY) _____</b>	<b>ALg6c</b> %	<b>-9</b>
	<b>100%</b>	

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

Yes	1	<b>GO TO QUESTION G.30</b> <b>GO TO QUESTION G.30</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**g7**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**g8**

<b>G.30</b>	<p>1. Do you think that <b>access to land</b> is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>3. Do you think that <b>zoning restrictions</b> are No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>2. Do you think that <b>property rights to land</b> is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>(SHOW CARD 6)</b></p>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
1. Access to land <b>g30a</b>	1	2	3	4	5	-9	-7
3. Zoning restrictions <b>g30b</b>	1	2	3	4	5	-9	-7
2. Property rights to land <b>ALg30b</b>	1	2	3	4	5	-9	-7

**I. CRIME**

**(READ OUT): Let's change the subject.**

**I.1** In fiscal year **2006**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION I.3**  
**GO TO QUESTION I.3**

**i1**

**I.2** In fiscal year **2006**, what percent of its total annual sales is paid for security, or what is the total annual cost of security? (**PROVIDE THE ANSWER IN % OR IN 'ALL', NOT BOTH**)

	Percent
a. Percent of total annual sales for security	<b>i2a</b> %
Don't know	-9

	ALL
b. Total annual cost of security	<b>i2b</b>
Don't know	-9

**I.3** In fiscal year **2006**, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1
No	2
Don't know	-9

**GO TO QUESTION I.30**  
**GO TO QUESTION I.30**

**i3**

**I.4** For fiscal year **2006**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises calculated as a percent of annual sales or the total annual value of the losses? (**PROVIDE THE ANSWER IN % OR IN 'ALL', NOT BOTH**)

	Percent
a. Losses from theft as percent of total annual sales	<b>i4a</b> %
Don't know	-9

	ALL
b. Total value of annual losses from theft	<b>i4b</b>
Don't know	-9

**I.30** Do you think that **crime, theft and disorder** are No Obstacle, a Moderate Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? (**SHOW CARD 6**)

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Crime, theft and disorder <b>i30</b>	1	2	3	4	5	-9	-7

**J. BUSINESS-GOVERNMENT RELATIONS**

**(READ OUT):** The following questions assess how establishments, such as this one, deal with government rules and regulations.

**J.1** I am going to read some statements that describe the courts and the way government officials interpret laws and regulations that affect this establishment’s business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **(SHOW CARD 7)**

**[READ OUT]**

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

**J.2** In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?  
**[READ OUT IF NECESSARY:** By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	Percent
Senior management's time spent in dealing with regulations	<b>j2</b> %
<b>No time was spent</b>	<b>0</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**j3**

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

	Number
Times inspected or met with tax officials	<b>j4</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Refusal</b>	<b>-8</b>

**j5**

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

Yes	1
No	2
Don't know	3

**GO TO QUESTION J.7**

**GO TO QUESTION J.7**

**j6a**

**J.6** When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

**J.7** It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose? (**PROVIDE THE ANSWER IN % OR IN ‘ALL’, NOT BOTH**)

	Percent
a. Percent of total annual sales paid as informal payment	<b>j7a</b> %
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

	ALL
b. Total annual informal payment	<b>j7b</b>
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
Don't know	-9

**GO TO QUESTION J.13**

**GO TO QUESTION J.13**

**j10**

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

	Days
Wait for import license	<b>j11</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Refusal</b>	<b>-8</b>

**j12**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**

**j13**

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

	Days
Wait for operating license	<b>j14</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Refusal</b>	<b>-8</b>

**j15**

<b>J.30</b>	As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment. <b>(SHOW CARD 8)</b>
-------------	--

**(READ OUT - ROTATE OPTIONS)**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
1. Tax rates <b>j30a</b>	1	2	3	4	5	-9	-7
2. Tax administration <b>j30b</b>	1	2	3	4	5	-9	-7
3. Business licensing and permits <b>j30c</b>	1	2	3	4	5	-9	-7
4. Political instability <b>j30e</b>	1	2	3	4	5	-9	-7
5. Corruption <b>j30f</b>	1	2	3	4	5	-9	-7
6. Courts <b>h30</b>	1	2	3	4	5	-9	-7
7. Regulation on hours of operation <b>j30g</b>	1	2	3	4	5	-9	-7
8. Regulations on pricing & mark-ups <b>j30h</b>	1	2	3	4	5	-9	-7

**K. FINANCE**

**(READ OUT): Let's move to another topic**

**K.1** In fiscal year **2006**, what percent, as a proportion of the value of total annual purchases of material inputs or services, were: **(SHOW CARD 9 - UNLESS DK, CHECK THAT TOTAL SUMS TO 100%)**

	Percent	Don't know
a. Paid for before the delivery?	<b>k1a</b> %	-9
b. Paid for on delivery?	<b>k1b</b> %	-9
c. Paid for after delivery?	<b>k1c</b> %	-9
	<b>100</b> %	

**K.2** In fiscal year **2006**, what percent of this establishment's total annual sales of its goods or services were: **(SHOW CARD 9 UNLESS 'DON'T KNOW' CHECK THAT TOTAL SUMS TO 100%)**

	Percent	Don't know
a. Paid for before the delivery?	<b>k2a</b> %	-9
b. Paid for on delivery?	<b>k2b</b> %	-9
c. Paid for after delivery?	<b>k2c</b> %	-9
	<b>100%</b>	

**K.3** Over fiscal year **2006**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? **(SHOW CARD 10 – UNLESS 'DON'T KNOW' CHECK THAT TOTAL SUMS TO 100%)**

	Percent Sources of Working Capital	Don't know
a. Internal funds/Retained earnings	<b>k3a</b> %	-9
b. Borrowed from private commercial banks	<b>k3b</b> %	-9
c. Borrowed from state-owned banks or government agencies	<b>k3c</b> %	-9
e. Borrowed from non-bank financial institutions	<b>k3e</b> %	-9
f. Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
<b>ALk3hd1</b> . Remittances	<b>ALk3hd1</b> %	-9
<b>ALk3hd</b> . Other (moneylenders, friends, relatives, in Albania etc.)	<b>ALk3hd</b> %	-9
	<b>100%</b>	

**K.4** In fiscal year **2006**, did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land, buildings, improvements to leaseholds or owned properties?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

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

**k4**

**N.5** In fiscal year **2006**, how much did this establishment spend on purchases of...:

	ALL	Don't know
a. Machinery, vehicles and equipment (new and/or used)	n5a	-9
b. Land and buildings	n5b	-9

**K.5** Over fiscal year **2006**, please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? (**SHOW CARD 11 – UNLESS DON'T KNOW CHECK THAT TOTAL SUMS TO 100%**)

	Percent Sources of Investment	Don't know
a. Internal funds/Retained earnings	k5a %	-9
i. Owners' contribution or issued new equity shares	k5i %	-9
j. Issued new debt (including commercial paper and debentures)	k5j %	-9
b. Borrowed from private commercial banks	k5b %	-9
c. Borrowed from state-owned banks or government agencies	k5c %	-9
e. Borrowed from non-bank financial institutions	k5e %	-9
f. Purchases on credit from suppliers and advances from customers	k5f %	-9
ALk5h1. Remittances	ALk5h1 %	-9
ALk5hd. Other (moneylenders, friends, relatives in Albania etc)	ALk5hd %	-9
<b>100%</b>		

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

Yes	1
No	2
Don't know	-9

**k6**

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

Yes	1
No	2
Don't know	-9

**k7**

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

Yes	1
No	2
Don't know	-9

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

**k8**

**K.9** Referring to the most recent line of credit or loan what type of financial institution granted this loan? (**SHOW CARD 12**)

Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
<b>Other</b>	<b>4</b>
<b>Don't know</b>	<b>-9</b>

**k9**

**K.10** Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved? (**PLEASE CODE YEAR: YYYY**)

	Year
Year most recent loan/line of credit approved	<b>k10</b>
<b>Don't know</b>	<b>-9</b>

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

	ALL
Size of most recent loan/line of credit approved	<b>k11</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

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

	Months
Months to pay off most recent loan/line of credit	<b>k12</b>
No time to pay back was specified	5555
<b>Don't know</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

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

**k13**

**K.14** Referring only to this most recent line of credit or loan, what type of collateral was required? (**SHOW CARD 13**)

( <b>READ OUT</b> )	Yes	No	<b>Don't know</b>
a. Land, buildings <b>k14a</b>	1	2	<b>-9</b>
b. Machinery and equipment including movables <b>k14b</b>	1	2	<b>-9</b>
c. Accounts receivable and inventories <b>k14c</b>	1	2	<b>-9</b>
d. Personal assets of owner (house etc.) <b>k14d</b>	1	2	<b>-9</b>
e. Other collateral not included in categories above <b>k14e</b>	1	2	<b>-9</b>

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

	Percent
Value of collateral as percent of loan/line of credit value	k15 %
Don't know	-9

**K.16** Going back to the past, in fiscal year 2006, did this establishment apply for new loans or new lines of credit?

Yes	1	<b>GO TO QUESTION K.18</b>
No	2	
Don't know	-9	

k16

**K.17** What was the main reason why this establishment did not apply for line of credit or loan in fiscal year 2006? (SHOW CARD 14)

No need for a loan – establishment has sufficient capital	1	<b>GO TO QUESTION K.21</b>
Application procedures for loans or line of credit are complex	2	<b>GO TO QUESTION K.21</b>
Interest rates are not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements for loans or line of credit are unattainable	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity are insufficient	5	<b>GO TO QUESTION K.21</b>
Did not think it would be approved	6	<b>GO TO QUESTION K.21</b>
Other	7	<b>GO TO QUESTION K.21</b>
Don't know	-9	<b>GO TO QUESTION K.21</b>

k17

**K.18** In fiscal year 2006, how many times did this establishment apply for loans or lines of credit?

	Number	
Loan applications submitted	k18	<b>IF DK, GO TO QUESTION K.21</b>
Don't know	-9	

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

	Number
Loan applications rejected	k19
Don't know	-9

**K.21** In fiscal year 2006, did this establishment have its annual financial statement checked and certified by an external auditor?

Yes	1
No	2
Don't know	-9

k21

MASTER SERVICE NOVEMBER – DP codes corrected

<b>K.30</b>	Is <b>access to financing</b> , which includes availability and cost [ <a href="#">interest rates, fees and collateral requirements</a> ], No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? ( <b>SHOW CARD 15</b> )
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
1. Access to financing	<b>k30</b>	1	2	3	4	5	<b>-9</b>	<b>-7</b>

**L. LABOR**

**(READ OUT):** Let's change the subject.

**L.1** At the end of fiscal year **2006**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(INTERVIEWER: include respondent when applicable)**

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

	Number
Permanent, full-time employees end of last fiscal year	<b>11</b>
<b>Don't know</b>	<b>-9</b>

**L.2** At the end of **2004**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (INTERVIEWER: include respondent when applicable)

	Number
Permanent, full-time employees at the end of 2004	<b>12</b>
<b>Not in business at the end of 2004</b>	<b>-7</b>
<b>Don't know</b>	<b>-9</b>

**L.6** How many full-time seasonal or temporary employees did this establishment employ in fiscal year **2006**?

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

	Number	Don't know
Full-time seasonal/temporary workers last complete fiscal year	<b>16</b>	<b>-9</b>

**IF 0, GO TO QUESTION L.30**

**L.8** What was the average length of employment in months of all full-time temporary or seasonal employees in fiscal year **2006**?

	Months
Average length full-time seasonal/temporary employment last fiscal year	<b>18</b>
<b>Less than one month</b>	<b>1</b>
<b>Don't know</b>	<b>-9</b>

<b>L.30</b>	Are <b>labor regulations</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
	Is an <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>(SHOW CARD 15)</b>

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
1.Labor regulations <b>130a</b>	1	2	3	4	5	-9	-7
2. Inadequately educated workforce <b>130b</b>	1	2	3	4	5	-9	-7

**M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT**

**(READ OUT):** The next set of questions is designed to get a general picture of your opinion about the investment climate that affects your operations.

**M.1** You have indicated that several obstacles affect the operation and growth of this establishment. Here is a card with the obstacles I just listed [SHOW CARD 16]. Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three.

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

Rank	Obstacle number	Not applicable	Don't know
Most serious obstacle	m1a	-7	-9
Second most serious obstacle	m1b	-7	-9
Third most serious obstacle	m1c	-7	-9

Rotation order	m1d
Rotation A	1
Rotation B	2
Rotation C	3

**N. PERFORMANCE**

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

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

**N.2** For fiscal year **2006**, please provide the following information about this establishment: **(SHOW CARD 17)**

	ALL	Don't know
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a	-9
b. Total annual costs of electricity	n2b	-9
c. Total annual costs of communications services	n2c	-9
d. Total annual cost of rental of land/buildings, equipment, furniture	n2d	-9
i. Total annual cost of finished goods and materials purchased to resell	n2i	-9

**N.3** At the end of the fiscal year **2004**, what were the total annual sales for this establishment?

	ALL
Total annual sales at the end of the fiscal year 2004	n3
<b>Not in business at the end of the fiscal year 2004</b>	-7
<b>Don't know</b>	-9

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

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

Date (mm/dd)	Hour	Minutes	AM/PM

**a15**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

**A.15a1** Main respondent position in the firm:

Respondent's position in the firm	<b>a15a1</b>
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**A.15a2** Main respondent years working in the firm: **(INTERVIEWER: IF LESS THAN ONE YEAR CODE '01', IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9')**

Number of years working in the firm	<b>a15a2</b>
<b>Less than one year</b>	<b>1</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

**A.15a3** Main respondent gender: **a15a3**

Male	1
Female	2

**A.15a4** Main respondent educational attainment: How old were you when you stopped full-time education? **(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9')**

How old when stopped full time education?	<b>a15a4</b>
<b>Still studying</b>	<b>00</b>
<b>No education</b>	<b>01</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>

**A.15b1** **Second** respondent position in the firm: **(INTERVIEWER: IF ONLY ONE PERSON ANSWERED THE QUESTIONNAIRE, CODE -7)**

Respondent's position in the firm	<b>a15b1</b>
<b>Not applicable</b>	<b>-7</b>

**A.15b2** Second respondent years working in the firm: **(INTERVIEWER: IF "LESS THAN ONE YEAR", CODE '01' - IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9', IF NOT APPLICABLE CODE '-7')**

Number of years working in the firm	<b>a15b2</b>
<b>Less than one year</b>	<b>01</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>
<b>Not applicable</b>	<b>-7</b>

**A.15b3** | Second respondent gender: **a15b3**

Male	1
Female	2
<b>Not applicable</b>	<b>-7</b>

**A.15b4** | Second respondent educational attainment: How old were you when you stopped full-time education? (INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9' – IF ONLY ONE RESPONDENT, '-7')

How old when stopped full time education?	<b>a15b4</b>
<b>Still studying</b>	<b>0</b>
<b>No education</b>	<b>1</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>
<b>Not applicable</b>	<b>-7</b>

**A.15c1** | Third respondent position in the firm: (INTERVIEWER: IF ONLY ONE PERSON ANSWERED THE QUESTIONNAIRE, CODE -7)

Respondent's position in the firm	<b>a15c1</b>
<b>Not applicable</b>	<b>-7</b>

**A.15c2** | Third respondent years working in the firm: (INTERVIEWER: IF "LESS THAN ONE YEAR", CODE '01' - IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9', IF NOT APPLICABLE CODE '-7')

Number of years working in the firm	<b>a15c2</b>
<b>Less than one year</b>	<b>1</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>
<b>Not applicable</b>	<b>-7</b>

**A.15c3** | Third respondent gender: (INTERVIEWER: IF ONLY ONE PERSON ANSWERED THE QUESTIONNAIRE, CODE 3) **a15c3**

Male	1
Female	2
<b>Not applicable</b>	<b>-7</b>

<b>A.15c4</b>	Third respondent educational attainment: How old were you when you stopped full-time education? (INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '-8' - IF "DK" CODE '-9' – IF ONLY ONE RESPONDENT, '-7')
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How old when stopped full time education?	<b>a15c4</b>
<b>Still studying</b>	<b>00</b>
<b>No education</b>	<b>01</b>
<b>Refusal</b>	<b>-8</b>
<b>Don't know</b>	<b>-9</b>
<b>Not applicable</b>	<b>-7</b>

<b>A.16</b>	It is my perception that the answers given to the questions regarding opinions and perceptions are:
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Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

<b>A.17</b>	The answers given to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

a17
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**INTERVIEWER'S COMMENTS**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

a18
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<b>A.19</b>	If the questionnaire was completed in more than one visit or by different persons, estimate duration of the whole interview
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Hour	Minutes

a19
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