

THE WORLD BANK ENTERPRISE SURVEY*Indonesia Services Module (2022)*

Version B - GET

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Frame level	a1c
Rotation	rotation

A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener Information	
Screener sector	a4b_v4
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6c
Multi-establishment firm	a7
Panel	panel
Language	a1a

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CAPI QUESTIONS BEGIN HERE

A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]

INFORMATION AUTOMATICALLY GENERATED

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

INTERVIEW BEGINS HERE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in *Indonesia*. The information gathered here will help to develop new policies and programs that enhance employment and economic growth. The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

IC.1	Respondent understands the purpose of the Enterprise Survey, the COVID-19 protocols, and the protocols regarding personal data as described in the Informed Consent document AND the respondent provides consent?
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Yes	1	ic1
No	2	

A. CONTROL INFORMATION

A.20	For this establishment, on which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d

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B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):
The first few questions apply to the firm which this establishment is part of.

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

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3a

b1

B.3a Is the largest owner also the Top Manager?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b3a

B.2 What percentage of this firm is owned by each of the following?
SHOW CARD 2

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW

B.4 Amongst the owners of the firm, are there any females?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.5
GO TO B.5

b4

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INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.

B.4a What percentage is owned by females?

	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)
I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time workers did this establishment have when it started operations? Please include all workers and managers.
INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

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

	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.7 How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER **id**

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B.7a Is the Top Manager female?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

B.8 Does this establishment have an internationally recognized quality certification?
INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP

Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.3

GO TO C.3

b8

B.8x Please specify the internationally recognized quality certifications.

Specify certifications	b8x
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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations

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

Yes	1	
No	2	<i>GO TO C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.6</i>

c3

C.4 In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

c5

C.6 Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience power outages (outages that do not affect production are not included)?

Yes	1	
No	2	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>

c6

C.7 In a typical month, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7 <i>IF 0, GO TO C.9</i>
DON'T KNOW (SPONTANEOUS)	-9 <i>GO TO C.9</i>

QUESTIONNAIRE NUMBER **id**

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C.8 How long did these power outages last on average?

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-9

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent	OR	IDR	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c9a %		c9b	-9

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

Yes	1	GO TO C.12 GO TO C.12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c10

C.11 What percentage of this establishment's electricity came from those generators?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

C.12 Over the last two years, did this establishment apply to obtain a water connection?

Yes	1	GO TO C.22b GO TO C.22b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

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C.13 In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14 In reference to that application, was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8

c14

C.15 Over fiscal year [Insert last complete fiscal year], did this establishment experience insufficient water supply?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b

GO TO C.22b

c15

C.16 In a typical month, how many incidents of insufficient water supply did this establishment experience?

	Number
Number of incidents of water insufficiency in a typical month	c16
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b

C.17 How long did these incidents of insufficient water supply last on average?

	Hours
Average duration of insufficient water supply	c17
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

C.22b At the present time, does this establishment have its own website or social media page?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

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C.39 Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience disruptions to its internet connection?

Yes	1	
No	2	<i>GO TO C.30</i>
The establishment does not have an internet connection	-7	<i>GO TO C.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.30</i>
		c39

BEEC.8 In a typical month, how many minutes of internet disruptions, including complete downtime and connection slowdowns, did this establishment experience that impacted business operations?

	Minutes
Duration of internet disruptions	BEEc8
DON'T KNOW (SPONTANEOUS)	-9

C.40 In a typical month, how many hours of internet disruptions, including complete downtime and connection slowdowns, did this establishment experience that impacted business operations?

	Hours		Minutes
Duration of internet disruptions	c40a		
LESS THAN ONE HOUR	0	<i>IF LESS THAN 1 HOUR</i>	c40b
DON'T KNOW (SPONTANEOUS)	-9		-9

C.41 Please estimate the losses that resulted from internet outages either as a percentage of total annual sales or as total annual losses.

	Percent	OR	IDR	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c41a %		c41b	-9

C.30 Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment?
SHOW CARD 3

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9
							-7

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

D.1a1 In fiscal year **[Insert last complete fiscal year]**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, “RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING” NOT JUST “CLOTHING”. IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel	51	
Restaurant	52	
Provide services of	6	

INTERVIEWER: IF DIA1A IS MANUFACTURING SELECT (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

ASK IF HOTEL

D.1a6a What was the total number of rooms at the end of **[Insert last complete fiscal year]**?

	Quantity
Total number of rooms at the end of FY [insert last complete fiscal year]	d1a6a
DON'T KNOW (SPONTANEOUS)	-9

ASK D.1a6b ONLY IF HOTEL

D.1a6b What was the total area of all the rooms at the end of **[Insert last complete fiscal year]**?

Area	d1a6b
DON'T KNOW (SPONTANEOUS)	-9

SPECIFY UNITS

Square Feet	1	d1a6c
Square Yards	2	
Square Meters	3	

QUESTIONNAIRE NUMBER **id**

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D.1a3 What percentage of total sales does this main activity or product represent?

	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2 In fiscal year **[Insert last complete fiscal year]**, what were this establishment's total annual sales for **all** products and services?

	IDR
"Total annual sales in fiscal year [insert last complete fiscal year]"	d2
DON'T KNOW (SPONTANEOUS)	-9

PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)

	d2x
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N.3 Looking back to fiscal year **[Insert last complete fiscal year minus two]**, what were total annual sales for this establishment?

	IDR
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3 Coming back to fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's sales were:
SHOW CARD 4

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	IF 100% GO TO D.1
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO D.8
Direct exports	d3c %	-9	IF 0, GO TO D.8
	100%		

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW

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ASK IF WHOLESALERS

D.4 In fiscal year [Insert last complete fiscal year], when this establishment exported goods directly, how many days did it take on average from the time this establishment’s goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days		Hours
Average duration to clear customs	d4a		
LESS THAN ONE DAY	0	<i>IF LESS THAN 1 DAY GO TO D.8</i>	d4b
DON'T KNOW (SPONTANEOUS)	-9		-9
DOES NOT APPLY (SPONTANEOUS)	-7		

D.8 In which year did this establishment first export directly or indirectly?

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.12 In fiscal year [Insert last complete fiscal year], what percentage of this establishment’s material inputs, supplies, or finished goods and materials purchased to resell were:
SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)	
Of domestic origin	d12a %	-9	<i>IF 0 GO TO D.30</i>
Of foreign origin	d12b %	-9	
	100%		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

D.13 Were any of those material inputs, supplies, or finished goods and materials purchased to resell imported directly?

Yes	1	<i>GO TO D30 GO TO D.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

d13

D.14 When this establishment imported these material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days		Hours
Average duration to clear customs	d14a		
LESS THAN ONE DAY	0	<i>IF LESS THAN 1 DAY</i>	d14b
DON'T KNOW (SPONTANEOUS)	-9		-9
DOES NOT APPLY (SPONTANEOUS)	-7		

QUESTIONNAIRE NUMBER **id**

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D.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 6

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Transport	d30a	0	1	2	3	4	-9	-7
Customs and trade regulations	d30b	0	1	2	3	4	-9	-7

R. MANAGEMENT PRACTICES

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 And now I would like to ask you about management practices in this establishment over fiscal year **[Insert last complete fiscal year]**.

R.1 Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?
SHOW CARD 7

INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES IN THE LAST COMPLETE FISCAL YEAR

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r1

R.2 Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

Yes	1	
No	2	GO TO R.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.4

r2

R.3 How many performance indicators were monitored?
INTERVIEWER: READ OUT

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
DON'T KNOW (SPONTANEOUS)	-9

r3

R.4 Over fiscal year **[Insert last complete fiscal year]**, did this establishment have **service provision targets**? Examples of service provision targets are sales, customer satisfaction, efficiency, waste, or on-time delivery.

Yes	1	GO TO R.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.8

r4

R.5 What best describes the time frame of those **service provision targets**?
SHOW CARD 8

Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
DON'T KNOW (SPONTANEOUS)	-9

r5

R.6 How easy or difficult was it for this establishment to achieve those **service provision targets** overall?
SHOW CARD 9

Achieved without much effort	1
Achieved with some effort	2
Achieved with normal amount of effort	3
Achieved with more than normal effort	4
Only achieved with extraordinary effort	5
Targets were not achieved	6
DON'T KNOW (SPONTANEOUS)	-9

r6

R.7 Who was aware of the **service provision targets** at this establishment?
SHOW CARD 10

Only senior managers	1
Most managers and some workers	2
Most managers and most workers	3
All managers and most workers	4
DON'T KNOW (SPONTANEOUS)	-9

r7

QUESTIONNAIRE NUMBER **id**

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R.8 Over fiscal year **[Insert last complete fiscal year]**, did this establishment have performance bonuses for managers?

Yes	1	
No	2	GO TO R.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.10
		r8

R.9 What were those managers' performance bonuses mostly based on?
INTERVIEWER: READ OUT

INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4

Their own performance	1	
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	
		r9

R.10 Over fiscal year **[Insert last complete fiscal year]**, what was the primary way non-managers were promoted at this establishment?
SHOW CARD 11

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		r10

R.11 Over fiscal year **[Insert last complete fiscal year]**, when was an under-performing non-manager reassigned or dismissed?
SHOW CARD 12

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1	
After 6 months of identifying under-performance	2	
Rarely or never	3	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		r11

GE. CLIMATE PRACTICES

GE.0 In fiscal year **[Insert last complete fiscal year]**, did this establishment undergo any inspection, regarding its emissions, pollution, waste disposal, or energy use?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ge0

GE.1 In fiscal year **[Insert last complete fiscal year]**, did this firm have written strategic objectives that mention environmental or climate change issues?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ge1

GE.2 In fiscal year **[Insert last complete fiscal year]**, how many times has this establishment been impacted by: **INTERVIEWER: READ OUT OPTIONS**

	Number of events	DON'T KNOW (SPONTANEOUS)
Floods	ge2a	-9
Hurricanes or Tornados	ge2b	-9
Earthquakes	ge2c	-9
Other Natural Disasters	ge2d	-9

GE.3 In fiscal year **[Insert last complete fiscal year]**, did this establishment experience damage of physical assets due to extreme weather events?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO GE.7

GO TO GE.7

ge3

GE.3a Please estimate the monetary damage of physical assets that resulted from extreme weather events.

	IDR	DON'T KNOW (SPONTANEOUS)
Monetary Damage of assets in IDR	ge3a	-9

GE.4 Does the establishment have any early warning systems for extreme weather events?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ge4

GE.5 Does the establishment have any insurance for damages from extreme weather?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ge5

GE.6 Over the last three years, did this establishment monitor its energy consumption?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO GE.7
GO TO GE.7

ge6

GE.6a Over the last three years, did this establishment have targets for **energy consumption**?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO GE.7
GO TO GE.7

ge6a

GE.6b Over the last three years, what sort of targets for energy consumption did this establishment have?
SHOW CARD 13

Quantity targets only	1
Expenditure targets only	2
Both quantity and expenditure targets	3
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

ge6b

GE.7 Over the last three years, did this establishment monitor its CO₂ emissions?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO GE.8
GO TO GE.8

ge7

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GE.7a Over the last three years, did this establishment have targets for **CO₂ emissions**?

Yes	1	GO TO GE.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO GE.8

ge7a

GE.7b Over the last three years, what sort of targets for CO₂ emissions did this establishment have?
SHOW CARD 14

Only quantity per unit of output targets	1
Only absolute quantity targets	2
Absolute and per unit of output quantity targets	3
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

ge7b

GE.8 Over the last three years, did this establishment adopt any of the following measures to reduce emissions, waste or pollution?
INTERVIEWER: READ OUT

	Yes	No	(SPONTANEOUS)		
			DOES NOT APPLY	DON'T KNOW	
Heating and cooling improvements	1	2	-7	-9	ge8a
More climate-friendly energy generation on site	1	2	-7	-9	ge8b
Machinery and equipment upgrades	1	2	-7	-9	ge8c
Energy management	1	2	-7	-9	ge8d
Waste minimization, recycling and waste management	1	2	-7	-9	ge8e
Air pollution control measures	1	2	-7	-9	ge8f
Water management	1	2	-7	-9	ge8g
Upgrades of vehicles	1	2	-7	-9	ge8h
Improvements to lighting systems	1	2	-7	-9	ge8i
Other pollution control measures	1	2	-7	-9	ge8j

QUESTIONNAIRE NUMBER **id**

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GE.9	Which of the following goods and technologies have been adopted and currently used by this establishment? INTERVIEWER: READ OUT
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	Yes	No	(SPONTANEOUS)		
			DOES NOT APPLY	DON'T KNOW	
Energy Star rated appliances	1	2	-7	-9	ge9a
LEED certified building	1	2	-7	-9	ge9b
Energy efficient lighting	1	2	-7	-9	ge9c
Programmable thermostats	1	2	-7	-9	ge9d
Cogeneration (combined heat and power)	1	2	-7	-9	ge9e
Energy efficient manufacturing equipment	1	2	-7	-9	ge9f

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E. DEGREE OF COMPETITION

E.1 In fiscal year **[Insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product or service?
SHOW CARD 15

Local – main product or service sold mostly in same municipality where establishment is located	1	
National – main product or service sold mostly across the country where establishment is located	2	
International	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO E.6

e1

E.2 How many competitors did this establishment’s main product face in this main market?

Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.6 Does this establishment presently use technology licensed from a foreign-owned company, excluding office software?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	e6

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	e11

IDE.1 How likely are taxes the main reason for your competitors to remain informal or unregistered?
SHOW CARD 16

	Very Likely	Likely	Unlikely	Not likely at all	(SPONTANEOUS)	
					DON'T KNOW	REFUSAL
Likelihood of taxes being the main reason for competitors to remain informal IDE1	1	2	3	4	-9	-8

0									
---	--	--	--	--	--	--	--	--	--

E.30	Using the response options on the card; To what degree are Practices of Competitors in the Informal Sector an obstacle to the current operations of this establishment? SHOW CARD 17
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

0									
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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1 During the last three years, has this establishment introduced new or improved products or services?

Yes	1	GO TO H.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO H.5

h1

H.2 Were any of the new or improved products or services also new for the establishment’s main market?

Yes	1	GO TO H.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO H.5

h2

H.3 Please describe in detail the **main** new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment’s sales in value (not volume) during the last three years.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h3x
--	------------

H.4 Please describe in detail how the **main** new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h4x
--	------------

0									
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H.5 During the last three years, has this establishment introduced any new or improved process? These include:
 methods of manufacturing products or offering services;
 logistics, delivery, or distribution methods for inputs, products, or services;
 or supporting activities for processes?

Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8
		h5

H.6 Please describe in detail the **main** new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE **h6x**

H.7 Please describe in detail how the **main** new or improved process is different than the most similar process that is or was used by this establishment.

IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE **h7x**

H.8 During fiscal year [**Insert last complete fiscal year**], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?

Yes	1	
No	2	GO TO G.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.6
		h8

H.9 How much did this establishment spend on research and development activities that year, either in-house or contracted with other companies?

	IDR
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

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

Yes	1	
No	2	<i>GO TO G.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G.5</i>

g2

G.3 In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS (SPONTANEOUS)	-6
APPLICATION DENIED (SPONTANEOUS)	-5
DON'T KNOW (SPONTANEOUS)	-9

G.4 In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

g4

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G30</i>

g5a

SPECIFY UNITS

Square Feet	1	
Square Yards	2	
Square Meters	3	
OTHER (SPECIFY) <u>g5bx</u>	4	

g5b

QUESTIONNAIRE NUMBER **id**

0									
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G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 17
-------------	---

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would like to ask you a few questions about how you finance the operations of this establishment.

K.3 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment’s working capital, that is the funds available for day-to-day operations, that were financed from each of the following sources?
SHOW CARD 18

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
 UNLESS RESPONDENT DOES NOT KNOW**

K.4 In fiscal year **[Insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?"

Yes	1	
No	2	GO TO K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.6
		k4

N.5 In fiscal year **[Insert last complete fiscal year]**, how much did this establishment spend on those purchases of:
INTERVIEWER: READ OUT

	IDR	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	n5a	-9
Land and buildings, including expansion and renovations of existing structures?	n5b	-9

0									
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K.5 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion or **IDR** amount of this establishment's total purchases of fixed assets that were financed from the following sources:
SHOW CARD 19

	Percent	OR	Amount IDR	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc %		k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc.	k5hdj %		k5hdj1	-9
	100%		n5a+n5b	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5 UNLESS RESPONDENT DOES NOT KNOW

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now let's talk about the establishment's present situation.

K.6 At this time, does this establishment have a checking (current) or savings account?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k6

K.7 Does this establishment have an overdraft facility?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k7

0									
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K.82 Does this establishment have a line of credit or a loan from a financial institution?
INTERVIEWER: READ OUT

Yes, a loan only	1	
Yes, a line of credit only	2	
Yes, both a line of credit and a loan	3	
No	4	<i>GO TO K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15d</i>

k82

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 20

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	
Other	4	
DON'T KNOW (SPONTANEOUS)	-9	

k9

K.10 In what year was this most recent line of credit or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11 What was its value at the time of approval?

	IDR
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.13 Did this financing require collateral?

Yes	1	
No	2	<i>GO TO K.15b</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15b</i>

k13

0									
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K.14 What type of collateral was required?
INTERVIEWER: READ OUT

Collateral		Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

K.15a What was the approximate value of the collateral required?

	IDR
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

K.15b What is the total number of open lines of credit and outstanding loans held by this establishment?

	Number	
Total number of open lines of credit and outstanding loans	k15b	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d

K.15c What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	IDR
Total outstanding balance of all open lines of credit and loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	k15d

0									
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K.162 Referring again to fiscal year **[Insert last complete fiscal year]**, did this establishment apply for any lines of credit or loans?
INTERVIEWER: READ OUT

Yes, a loan only	1	GO TO K.20
Yes, a line of credit only	2	GO TO K.20
Yes, both a line of credit and a loan	3	GO TO K.20
No	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k162

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 21

No need for a loan - establishment had enough capital	1	GO TO K.21
Application procedures were complex	2	GO TO K.21
Interest rates were not favorable	3	GO TO K.21
Collateral requirements were too high	4	GO TO K.21
Size of loan and maturity were insufficient	5	GO TO K.21
Did not think it would be approved	6	GO TO K.21
Other	7	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k17

K.20 Referring only to the most recent application for a line of credit or loan, what was the outcome of that application?
INTERVIEWER: READ OUT

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	

k20a1

K.21 In fiscal year **[Insert last complete fiscal year]**, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k21

QUESTIONNAIRE NUMBER **id**

0									
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K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 22
-------------	---

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1 Please tell me if you Strongly disagree, tend to disagree, tend to agree, or Strongly agree with the statements:
SHOW CARD 23

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
The court system is fair, impartial and uncorrupted. h7a	1	2	3	4	-9	-7
The Directorate General of Taxes is fair, impartial and uncorrupted. IDj1	1	2	3	4	-9	-7

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
 (By senior management I mean managers, directors, and officers above direct supervisors of sales workers.)

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

J.3 Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	GO TO T.1 GO TO T.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

J.4 How many times over the last year?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

J.5	In any of these inspections or meetings was a gift or informal payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j5

T.1	Is this establishment subject to any of the following forms of taxation? INTERVIEWER: READ OUT OPTIONS
------------	--

	Yes	No	(SPONTANEOUS) DON'T KNOW
National Corporate Income Tax t1a	1	2	-9
National Turnover Tax t1b	1	2	-9
National Value Added Tax t1c	1	2	-9

IF YES, GO TO t1c

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

j6a

J.7	It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” regarding customs, taxes, licenses, regulations, services etc. On average, what percentage 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?
------------	--

	As a percentage of sales	OR	IDR	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-8

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.13
GO TO J.13

j10

0									
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J.11 | Approximately how many days did it take to obtain it from the day of the application to the day it was granted?

	Days
Wait for import license	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j12

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.30
GO TO J.30
j13

J.14 | Approximately how many days did it take to obtain it from the day of the application to the day it was granted?

	Days
Wait for operating license	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j15

J.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 24

		(SPONTANEOUS)						
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

IDA.1 I am now going to show you a list of a few statements. Please tell me **how many** of them are true for you. I don't want to know which ones, just **how many**:

RESPONDENTS ARE RANDOMLY ASSIGNED INTO CONTROL AND TREATMENT GROUPS WHICH IS CAPTURED BY VARIABLE **rotation**

ROTATION 1

- This establishment had to let go of an employee over the last year
- This establishment's last month sales increased by 200%
- The establishment was temporarily closed during the COVID-19 pandemic

ROTATION 2

- This establishment had to let go of an employee over the last year
- This establishment's last month sales increased by 200%
- The establishment was temporarily closed during the COVID-19 pandemic
- This establishment does not pay all the taxes it is required to pay

Number of true statements	IDA1
REFUSAL (SPONTANEOUS)	-7

0									
---	--	--	--	--	--	--	--	--	--

IDA.2	<p>I am now going to show you another list of a few different statements. Again, please tell me how many of them are true for you. I don't want to know which ones, just how many:</p> <p>RESPONDENTS ARE RANDOMLY ASSIGNED INTO CONTROL AND TREATMENT GROUPS WHICH IS CAPTURED BY VARIABLE rotation</p> <p>ROTATION 1</p> <ul style="list-style-type: none"> • This establishment almost went bankrupt in the last year • At least one of the employees of this establishment contracted COVID-19 since the start of the pandemic • The price of the main product of this establishment changed over the past year • This establishment does not pay all the taxes it is required to pay <p>ROTATION 2</p> <ul style="list-style-type: none"> • This establishment almost went bankrupt in the last year • At least one of the employees of this establishment contracted COVID-19 since the start of the pandemic • The price of the main product of this establishment changed over the past year
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Number of true statements	IDA2
REFUSAL (SPONTANEOUS)	-7

T. TAXES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The next section asks about your opinions with respect of the tax system.

T.2 It is said that establishments are sometimes aren't fully compliant with their tax liabilities. On average, what percentage of each of the following taxes it owes, do establishments like this one pay?

INTERVIEWER: READ OUT EACH OPTION	Percent	(SPONTANEOUS)	
		DON'T KNOW	DOES NOT APPLY
Value-added Tax (VAT)	t2a	-9	-7
[CIT/Turnover Tax]	t2b	-9	-7

ASK T.3 if t2a > 0 or t2b > 0

T.3 In your opinion, what is the main reason why some of the other firms are not fully compliant with their tax liabilities:
SHOW CARD 25

Tax System is unfair	1
Tax rates are too high	2
Establishments cannot afford to pay	3
Non-compliance is common among businesses	4
The government is not responsive to the needs of the businesses	5
Businesses believe they won't get caught	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t3

T.4 Based on your experience, how easy or difficult is it for establishments like this one pay to avoid paying the full amount it owes the government for each of the following taxes?
SHOW CARD 26

INTERVIEWER: READ OUT EACH OPTION	Very Easy	Easy	Difficult	Very Difficult	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Value-added Tax (VAT) t4a	1	2	3	4	-9	-7
[CIT/Turnover Tax] t4b	1	2	3	4	-9	-7

T.5 I am going to read a series of statements regarding the presence taxes. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements:
SHOW CARD 27

INTERVIEWER: READ OUT EACH OPTION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	REFUSAL
The government always have the right to make businesses pay taxes. t5a	1	2	3	4	-9	-8
Firms should refuse to pay taxes until they get better services from the government. t5b	1	2	3	4	-9	-8
It is important for businesses to pay taxes. t5c	1	2	3	4	-9	-8

T.6 Please indicate whether a firm which has not paid the taxes it owes to the government is:
READ OUT LOUD

Not wrong at all	1
Wrong, but understandable	2
Wrong, and punishable	3
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t6

T.7 I am going to read two statements. Which statement do you agree more with:
 Statement 1: "Businesses should always pay their taxes, even if they disagree with the government"
 Statement 2: "Businesses should only pay taxes if they believe in the government"

Statement 1	1
Statement 2	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t7

T.8	<p>I am going to read a series of statements regarding the government services provided with the taxes paid by businesses. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: SHOW CARD 27</p>
------------	--

INTERVIEWER: READ OUT EACH OPTION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
The public services provided by the government justify the taxes imposed to this establishment. t8a	1	2	3	4	-9	-7
The government is doing a good job of providing public services to this establishment. t8b	1	2	3	4	-9	-7
Additional services benefiting this establishment would justify paying more in taxes. t8c	1	2	3	4	-9	-7

T.9	<p>I am going to read a series of statements regarding the extent to which other firms are paying their taxes. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: SHOW CARD 27</p>
------------	--

INTERVIEWER: READ OUT EACH OPTION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Larger firms are more likely to pay the full amount of taxes they owe. t9a	1	2	3	4	-9	-7
Smaller firms are more likely to pay the full amount of taxes they owe. t9b	1	2	3	4	-9	-7
Politically connected firms are more likely to pay the full amount of taxes they owe. t9c	1	2	3	4	-9	-7

T.10	In reference to this establishment's experience with the process of paying taxes, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: SHOW CARD 27
-------------	---

INTERVIEWER: READ OUT EACH OPTION					(SPONTANEOUS)	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
Tax officials were professional and impartial t10a	1	2	3	4	-9	-7
Tax officials were transparent when making decisions regarding this establishment t10b	1	2	3	4	-9	-7
This establishment was able to voice complaints t10c	1	2	3	4	-9	-7
The expected deadlines for paying taxes were clear t10d	1	2	3	4	-9	-7

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next topic is in relation to the complexity of specific taxes.

T.11	Using the card, please indicate the level of the establishment's understanding of the requirements for compliance with each of the following forms of taxation: SHOW CARD 28
-------------	--

INTERVIEWER: READ OUT EACH OPTION				(SPONTANEOUS)	
	Good understanding	Average understanding	Poor Understanding	DON'T KNOW	DOES NOT APPLY
VAT t11a	1	2	3	-9	-7
[CIT/Turnover Tax] t11b	1	2	3	-9	-7

ASK if t1c == 1

T.12	Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statement: SHOW CARD 29
-------------	--

INTERVIEWER: READ OUT EACH OPTION					(SPONTANEOUS)	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
Complying with VAT obligations is complicated. t12	1	2	3	4	-9	-7

ASK T.13 if T12 == 3 or T12 == 4

T.13	What is the main factor that makes complying with VAT obligations complicated? SHOW CARD 30
-------------	---

Complexity of tax submission forms	1
Unclear procedures	2
Conflicting requirements	3
Low quality of tax guidance provided by authorities	4
Frequency of changes in policies	5
Volume of information requirements	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t13

T.14	Over the past 3 years, complying with VAT obligations has become: READ OUT LOUD
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More complicated	1
Less complicated	2
Remained the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO T.17
GO TO T.18
GO TO T.18
GO TO T.18

t14

T.15	What is the main factor that has made VAT obligations more complicated? SHOW CARD 31
-------------	--

Increased complexity of tax submission forms	1
Increased ambiguity in procedures	2
More conflicting requirements	3
Lower quality of tax guidance provided by authorities	4
More frequency of changes in policies	5
Increased Volume of information requirements	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t15

T.16 What is the main impact of the increased VAT complexity on this establishment?
SHOW CARD 32

Additional accounting staff employed	1	GO TO T.18
Increased costs for tax services provided by other firms	2	GO TO T.18
Lengthened amount of time needed to calculate and submit tax returns	3	GO TO T.18
No impact	4	GO TO T.18
DON'T KNOW (SPONTANEOUS)	-9	GO TO T.18
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO T.18
		t16

T.17 What is the main factor that has made VAT obligations less complicated?
SHOW CARD 33

Reduced complexity of tax submission forms	1	
Reduced ambiguity in procedures	2	
Less conflicting requirements	3	
Higher quality of tax guidance provided by authorities	4	
Less frequency of changes in policies	5	
Reduced volume of information requirements	6	
Other	7	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		t17

T.18 What process of compliance with the VAT obligations is the most complicated?
SHOW CARD 34

Paying the collected VAT	1	
Calculating VAT credits	2	
Claiming VAT credits	3	
Exempted categories of goods and services	4	
VAT eligibility thresholds	5	
Provisions for tax deductions	6	
Other	7	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		t18

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ASK if t1a == 1 or t1b == 1

T.22	Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statement: SHOW CARD 35
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INTERVIEWER: READ OUT EACH OPTION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Complying with [CIT/Turnover Tax] obligations is complicated. t22	1	2	3	4	-9	-7

ASK T.23 if T.22 == 3 or T.22 == 4

T.23	What is the main factor that make complying with [CIT/Turnover Tax] obligations complicated? SHOW CARD 36
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Complexity of tax submission forms	1
Unclear procedures	2
Conflicting requirements	3
Low quality of tax guidance provided by authorities	4
Frequency of changes in policies	5
Volume of information requirements	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t23

T.24	Over the past 3 years, complying with [CIT/Turnover Tax] obligations has become: READ OUT LOUD
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More complicated	1
Less complicated	2
Remained the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO T.27
GO TO T.28
GO TO T.28
GO TO T.28

t24

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T.25 What is the main factor that has made [CIT/Turnover Tax] obligations more complicated?
SHOW CARD 37

Increased complexity of tax submission forms	1
Increased ambiguity in procedures	2
More conflicting requirements	3
Lower quality of tax guidance provided by authorities	4
More frequency of changes in policies	5
Increased Volume of information requirements	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t25

T.26 What is the main impact of the increased [CIT/Turnover Tax] complexity on this establishment?
SHOW CARD 38

Additional accounting staff employed	1	GO TO T.28
Increased costs for tax services provided by other firms	2	GO TO T.28
Lengthened amount of time needed to calculate and submit tax returns	3	GO TO T.28
No impact	4	GO TO T.28
DON'T KNOW (SPONTANEOUS)	-9	GO TO T.28
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO T.28

t26

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T.27 What is the main factor that has made [CIT/Turnover Tax] obligations less complicated?
SHOW CARD 39

Reduced complexity of tax submission forms	1
Reduced ambiguity in procedures	2
Less conflicting requirements	3
Higher quality of tax guidance provided by authorities	4
Less frequency of changes in policies	5
Reduced volume of information requirements	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

t27

T.28 What process of compliance with the [CIT/Turnover Tax] obligations is the most complicated?
SHOW CARD 40

Paying the tax	1
Calculating the taxable income	2
Multiple tax rates	3
Tax eligibility thresholds	5
Provisions for tax deductions	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

t28

T.29 Over the last three years, did this establishment use the government's taxpayer services for help in compliance with tax obligations?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.1
GO TO L.2

t29

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T.30 How effective are the government’s taxpayer services in helping this establishment to comply with tax obligations?
READ OUT LOUD

Very effective	1
Somewhat effective	2
Not effective	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

t30

T.31 What improvements to the government’s taxpayer services for the tax would be most beneficial to this establishment?
SHOWCARD 41

Guidance on filing of tax returns	1
Guidance on tax calculations	2
Other	7
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

t31

INTERVIEWER READ OUT:

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment’s labor force.

L.1 At the end of fiscal year **[Insert last complete fiscal year]**, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.

 Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.
INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE

	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.1a At the end of fiscal year **[Insert last complete fiscal year]**, how many permanent, part-time individuals worked in this establishment? Please include all workers and managers.

 Permanent, part-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work for less than a full shift.

	Number
Part-time workers employed last fiscal year	11a
NO PART-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

L.2 Looking back, at the end of fiscal year **[Insert last complete fiscal year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.
INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

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L.4 At the end of fiscal year **[Insert last complete fiscal year]**, how many permanent, full-time workers in this establishment were:
SHOW CARD 42

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	14a1	-9
In semi-skilled jobs, that is workers whose tasks require some level of mechanical or technical knowledge	14a2	-9
In low-skilled jobs, those whose tasks involve no specialized knowledge	14b	-9

L.5 At the end of fiscal year **[Insert last complete fiscal year]**, in this establishment how many permanent, full-time workers were **female**?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

L.6 How many full-time seasonal or temporary workers did this establishment employ during **[Insert last complete fiscal year]**?
Full-time, seasonal or temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time

	Number	
Full-time seasonal or temporary workers employed last fiscal year	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO L.9b
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.9b

L.6a How many were female?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8 What was the average length of employment of all full-time temporary workers in fiscal year **[Insert last complete fiscal year]**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18

QUESTIONNAIRE NUMBER **id**

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LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b What percentage or how many of the full-time permanent workers employed at the end of fiscal year **[Insert last complete fiscal year]** completed secondary school?
Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of full-time permanent workers who completed secondary school	19b %		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

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

Yes	1	GO TO IDL.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

110

L.12 Referring to the training programs run over fiscal year **[Insert last complete fiscal year]**, what percentage of female, permanent, full-time workers received formal training? If easier please provide the total numbers (provide one or the other but not both).

	Percent	OR	Number	IF NO FEMALE WORKERS WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Female full-time permanent workers trained	112a %		112a1	0	-9

IDL.1 Does this establishment offer maternity leave for its employees?

Yes	1	GO TO IDL.4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

IDL1

QUESTIONNAIRE NUMBER **id**

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IDL.2 How long, in weeks, is the duration of maternity leave offered by this establishment?

	Weeks
Duration of maternity leave	ID12
LESS THAN ONE WEEK	1
DON'T KNOW (SPONTANEOUS)	-9

IDL.3 Referring to the employees that are on maternity leave, are they eligible for a basic salary during the maternity leave period?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ID13

IDL.4 It is said that establishments in Indonesia sometimes report only part of their workforce for the purpose of payroll taxes. On average, what percentage of their workers do establishments like this one report?

	Percent
Percent of workers reported for the purpose of payroll taxes	ID14%
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

L.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 43

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Labor regulations	I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce	I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.
INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.

	POSITION
1-Access to finance	m1a_finance_pos
2-Access to land	m1a_land_pos
3-Business licensing and permits	m1a_permit_pos
4-Corruption	m1a_corruption_pos
5-Courts	m1a_courts_pos
6-Crime, theft and disorder	m1a_crime_pos
7-Customs and trade regulations	m1a_trade_pos
8-Electricity	m1a_electricity_pos
9-Inadequately educated workforce	m1a_workforce_pos
10-Labor regulations	m1a_labor_pos
11-Political instability	m1a_instability_pos
12-Practices of competitors in the informal sector	m1a_informal_pos
13-Tax administration	m1a_taxadmin_pos
14-Tax rates	m1a_taxrate_pos
15-Transport	m1a_transport_pos

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.

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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

N.2	From this establishment's Income Statement for fiscal year [Insert last complete fiscal year] , please provide the following information: SHOW CARD 44
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INTERVIEWER: READ OUT

	IDR	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

POST-INTERVIEW INFORMATION**INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT THEIR REMAINING INFORMATION ON YOUR OWN

A.16 It is my perception that the responses to the questions regarding opinions and perceptions were:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The responses to the questions regarding figures (productivity and employment numbers) were:

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

QUESTIONNAIRE NUMBER **id**

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A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m

SUPERVISOR SECTION

A.13 Supervisor code

a13

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INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2_v4

D.1a2 PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2_v4