

**THE WORLD BANK**  
**Enterprise Survey – INDIA**  
**Manufacturing Module (2013)**

GPS Coordinates	
Degrees North (Latitude)	<b>lat</b>
Degrees East (Longitude)	<b>lon</b>

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

A.0 Questionnaire <b>a0</b>	Module
Manufacturing	1

**A.1 Country**

<b>a1 = 132</b>
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**A.1a Language**

<b>a1a</b>
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**A.2 and A.3a**

	Sampling Region <b>a2</b>	Screener Region (coded ex post) <b>a3a</b>
Andhra Pradesh	1	1
Arunachal Pradesh, Nagaland, Manipur, Tripura, and Meghalaya	2	2
Assam	3	3
Bihar	4	4
Chhatisgarh	5	5
Delhi	6	6
Goa	7	7
Gujarat	8	8
Haryana	9	9
Himachal Pradesh	10	10
Jammu & Kashmir	11	11
Jharkhand	12	12
Karnataka	13	13
Kerala	14	14
Madhya Pradesh	15	15
Maharashtra	16	16
Orissa	17	17
Punjab	18	18
Rajasthan	19	19
Tamil Nadu	20	20
Uttar Pradesh	21	21
Uttaranchal	22	22
West Bengal	23	23

**A.3x Name of city/town/village**

<b>a3x</b>
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**A.3b Is this city the official capital city? **a3b****

Yes	1
No	2

**A.3c Is this city the main business city? **a3c****

Yes	1
No	2

**A.3 Size of locality **a3****

City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

**A.4 Industry**

	Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
<b>Manufacturing :Section D</b>	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
	Publishing, printing, and Recorded media	22
	Refined petroleum product	23
	Chemicals	24
	Plastics & rubber	25
	Non metallic mineral products	26
	Basic metals	27
	Fabricated metal products	28

	Machinery and equipment (29 & 30)	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
	Recycling	37	37
<b>Retail</b>	Retail	52	52
<b>Other Services</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (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 still does activities that match sample frame	2
No, does not match	3

**A.6** Size

	<b>Sampling size a6a</b>	<b>Screener Size a6b</b>
Micro <5	0	0
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.7a**

Number of establishments that form the firm	<b>a7a</b>
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**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** Are establishment's financial statements prepared

separately from HQ's statements? **a9**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.10** Are establishment's financial statements prepared separately from other establishments of the same firm? **a10**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11** If HQ, are financial statements independent from 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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**A.14 Time face-to-face interview begins:**

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in India. The information gathered here will help the World Bank to develop 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 THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**

The first few questions apply to the firm which your establishment is part of.

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

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

**SKIP TO B.2**

**b1**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.**

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

	<b>Percent</b>
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**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	<b>SKIP TO B.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>SKIP TO B.5</b>

**b4**

**B.4a** What percentage of the firm is owned by females?

	Percentage
Percentage of female ownership	<b>b4a%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**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 (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

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

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

**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	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.7a** Is the Top Manager female?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b8**

**SARB.9** Is this establishment located in an export processing zone or other industrial park?

Export Processing Zone	1
Industrial Park	2
None of the above	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARB9**

**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 submit an application to obtain an electrical connection?

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

**c3**

**C.4** In reference to that application for an electrical connection, 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	<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 (SPONTANEOUS)</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	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**c5**

**C.6** Over fiscal year **2012/2013**, did this establishment experience power outages?

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

**c6**

**C.7** In a typical month, over fiscal year **2012/2013**, how many power outages did this establishment experience?

	Number	
Average number of power outages per month	<b>c7</b>	<i>IF 0, GO TO QUESTION C.9</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.9</i>

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

	Hours
Average duration of power outages	<b>c8</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
Loss as percentage of total annual sales due to power outages	<b>c9a %</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	INR
Annual losses due to power outages	<b>c9b</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.10** Over the course of fiscal year **2012/2013**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c10**

**C.11** In fiscal year **2012/2013**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	<b>c11 %</b>
<b>DON'T KNOW (SPONTANEOUS)</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.15</b> <b>GO TO QUESTION C.15</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c12**

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

	<b>Days</b>
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 (SPONTANEOUS)</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 (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANENOUS)</b>	<b>-8</b>	
		<b>c14</b>

**C.15** Over fiscal year **2012/2013**, did this establishment experience insufficient water supply for production?

Yes	1	
No	2	
The establishment does not use water for production	<b>-7</b>	<i>GO TO QUESTION C.22a</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.22a</i>
		<b>c15</b>

**C.16** In a typical month, over fiscal year **2012/2013**, how many incidents of insufficient water supply did this establishment experience?

	<b>Number</b>	
Average number of incidents of water insufficiency per month	<b>c16</b>	<i>IF 0, GO TO QUESTION C.22a</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.22a</i>

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

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

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

**C.22b** At the present time, does this establishment have its own website?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

**C.28** Does this establishment currently use cell phones for the operations of the establishment?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c28**

<b>C.30</b>	<p>Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment?  <a href="#">SHOW CARD 3</a></p> <p>Using the response options on the card; To what degree is <b>Telecommunications</b> an obstacle to the current operations of this establishment?  <a href="#">SHOW CARD 3</a></p>
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						(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
Telecommunications	c30b	0	1	2	3	4	-9	-7

**D. SALES AND SUPPLIES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**The next topic to be covered is how and where this establishment makes its sales.**

**D.1a1** In fiscal year **2012/2013**, what was this establishment’s main activity or product, that is, the activity or product that represented the largest proportion of annual sales?  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “LEATHER SHOE MANUFACTURING” NOT JUST SHOES’ MANUFACTURING**

**Description** **d1a1x**

**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

**D.1a2** **PLEASE CHOOSE THE 4 DIGIT CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY OR PRODUCT.**

<b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b>	<b>Code</b>
	<b>d1a2</b>

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

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

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

**D.2** In fiscal year **2012/2013**, what were this establishment’s total annual sales for **ALL** products and services?

	<b>INR</b>
Last complete fiscal year’s total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>d2x</b>

**N.3** In fiscal year **2010/2011**, three fiscal years ago, what were total annual sales for this establishment?

	INR
Total annual sales three years ago	<b>n3</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.3** In fiscal year **2012/2013**, what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)**  
**SHOW CARD 4**

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	<b>d3c</b> %	<b>-9</b>	<i>IF 0, GO TO QUESTION D.8</i>
	<b>100%</b>		

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

**SARD.3** In fiscal year **2012/2013**, what percent of this establishment's direct export revenue were from the following countries:  
**SHOW CARD 5**

	Percent
	<b>SARd3a</b>
Afghanistan, Pakistan, Bhutan, Nepal, Bangladesh, Sri Lanka, Maldives	<b>SARd3b</b>
China and Hong Kong	<b>SARd3c</b>
Europe and America and Canada	<b>SARd3d</b>
Other countries	<b>SARd3e</b>
	<b>100%</b>

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

**SARD.4** Consider this establishment’s exports, when they leave this country. Please provide the percentage breakdown for the means of transportation used. What percentage were transported outside the country via:  
**SHOW CARD 6**

	<b>Percent</b>
Road	<b>SARd4a</b>
Rail	<b>SARd4b</b>
Air	<b>SARd4c</b>
Sea	<b>SARd4d</b>
	<b>100%</b>

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

**D.4** In fiscal year **2012/2013**, 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?

	<b>Days</b>
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.6** In fiscal year **2012/2013**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	<b>Percent</b>
Losses due to theft as percentage of the value of the products	<b>d6 %</b>
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**D.7** In fiscal year **2012/2013**, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of the value of the products	<b>d7 %</b>
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

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

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**D.10** In fiscal year **2012/2013**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	<b>Percent</b>
Losses due to theft as percentage of the value of the products	<b>d10</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE</b>	<b>-7</b>

**GO TO QUESTION INDD.11**

**D.11** In fiscal year **2012/2013**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of the value of the products	<b>d11</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE</b>	<b>-7</b>

**INDD.11** When this establishment delivers its main product to its primary customer, regarding the typical transit journey for the goods themselves. Based on your experiences, please indicate both the minimum and the maximum number of days it takes for the following segments:  
**INTERVIEWER: READ OUT**

	<b>MINIMUM (DAYS)</b>	<b>MAXIMUM (DAYS)</b>	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>NOT APPLICABLE</b>
Road journey	<b>INDd11a1</b>	<b>INDd11a2</b>	<b>-9</b>	<b>-7</b>
Train journey	<b>INDd11b1</b>	<b>INDd11b2</b>	<b>-9</b>	<b>-7</b>
At the airport, including customs	<b>INDd11c1</b>	<b>INDd11c2</b>	<b>-9</b>	<b>-7</b>
At the seaport, including customs	<b>INDd11d1</b>	<b>INDd11d2</b>	<b>-9</b>	<b>-7</b>
Air journey	<b>INDd11e1</b>	<b>INDd11e2</b>	<b>-9</b>	<b>-7</b>
Sea journey	<b>INDd11f1</b>	<b>INDd11f2</b>	<b>-9</b>	<b>-7</b>

**SARD.11** Considering road transportation, using the options on this card, please choose the biggest transportation obstacle by road, for businesses in your country.  
**SHOW CARD 7**

The network and quality of roads	1
Cost and availability of fuel	2
Road closures due to strikes and protests	3
Time and distance to markets	4
Lack of competition in transportation companies	5
Availability and quality of transport vehicles	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARd11**

**D.12** In fiscal year **2012/2013**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were:  
**SHOW CARD 8**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Material inputs or supplies of domestic origin	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION D.16**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year **2012/2013**, imported directly?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION D.16**  
**GO TO QUESTION D.16**

**d13**

**SARD.13** During **2012/2013**, what percent of these foreign material inputs or supplies were imported directly?

	Percent
Percent of foreign inputs imported directly	<b>SARd13</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.14** In fiscal year **2012/2013**, when this establishment imported material inputs or supplies, 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?

	<b>Days</b>
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.16** At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?  
**(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)**

	<b>Days</b>
Days of inventory of most important input	<b>d16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SARD.19** For your main product or batch of goods that this establishment manufactures:  
**INTERVIEWER READ OUT**

	<b>Days</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
How many days, on average, elapse from the day the customer places the order to the day this establishment receives 100% payment	<b>SARd19a</b>	<b>-9</b>
How many days, on average, does it take to manufacture the goods?	<b>SARd19b</b>	<b>-9</b>
How many days, on average, does it take for the finished goods to be delivered to the customer	<b>SARd19c</b>	<b>-9</b>

**SARD.20** Does this establishment currently export or is it considering entering the export market in the next 12 months?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION SARD.23**  
**GO TO QUESTION SARD.23**

**SARd20**

<b>SARD.21</b>	Using the response options on this card, to what degree are the following obstacles to export activity? <b>SHOW CARD 9</b>
----------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Meeting export market product specifications and requirements <b>SARd21a</b>	0	1	2	3	4	-9	-7
Price competitiveness in export markets <b>SARd21b</b>	0	1	2	3	4	-9	-7
Production capacity to meet order quantities and delivery dates <b>SARd21c</b>	0	1	2	3	4	-9	-7
Import regulations and non-tariff barriers in the export markets <b>SARd21d</b>	0	1	2	3	4	-9	-7
Transportation and delivery of raw materials and inputs used in production <b>SARd21e</b>	0	1	2	3	4	-9	-7
Transportation and delivery of the exported goods <b>SARd21f</b>	0	1	2	3	4	-9	-7

<b>SARD.22</b>	What two business services would most help increase exports or facilitate entering the export market. Here is a list of possible services- please tell me the two that are the most important. <b>SHOW CARD 10</b>
----------------	---

- |   |
|---|
| <b>1-</b> Worker training   |
| <b>2-</b> Maintenance and repair of factory equipment   |
| <b>3-</b> Technical assistance in production and quality management                             |
| <b>4-</b> Assistance with product design, packaging and labeling for foreign markets            |
| <b>5-</b> Export promotion services   |
| <b>6-</b> Information about foreign markets   |
| <b>7-</b> Assistance with improving IT capabilities   |
| <b>8-</b> Government assistance in lowering barriers to your exports imposed by other countries |
| <b>9-</b> Reforming domestic regulations that affect export markets                             |
| <b>10-</b> Export Financing   |
| <b>11-</b> Other (specify) <u>    <b>SARd22x</b>    </u>  |

	Business service	SPONTANEOUS DON'T KNOW
Most important business service	<b>SARd22a</b>	<b>-9</b>
Second most important business service	<b>SARd22b</b>	<b>-9</b>

**GO TO QUESTION  
SARD.24**

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR NON-EXPORTING FIRMS. OTHERWISE SKIP TO SARD.24**

**SARD.23** What two business services would most help increase your domestic sales. Here is a list of possible services- please tell me the two that are the most important.  
**SHOW CARD 11**

- |  |
|--|
| 1- Worker training   |
| 2- Maintenance and repair of factory equipment                                 |
| 3- Technical assistance in production and quality management                   |
| 4- Assistance with product design, packaging and labeling for domestic markets |
| 5- Marketing and advertising services  |
| 6- Information about domestic markets  |
| 7- Assistance with improving IT capabilities                                   |
| 8- Reforming domestic regulations that affect access to markets                |
| 9- Other (specify) <u>    <b>SARd23x</b>    </u>                               |

	Business service	SPONTANEOUS DON'T KNOW
Most important business service	<b>SARd23a1</b>	<b>-9</b>
Second most important business service	<b>SARd23b1</b>	<b>-9</b>

**SARD.24** Does your local chamber of commerce or industry association support your business in obtaining the services previously identified?  
**INTERVIEWER: READ OUT**

Organization	Yes	No	(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
Local chamber of commerce <b>SARd24a</b>	1	2	<b>-9</b>	<b>-7</b>
Industry association <b>SARd24b</b>	1	2	<b>-9</b>	<b>-7</b>

**D.30** Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment?  
[SHOW CARD 13](#)

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment?  
[SHOW CARD 13](#)

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

**SARD.31** Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment?  
[SHOW CARD 13](#)

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Lack of an ISO certification	SARd31a	0	1	2	3	4	-9	-7				
Access to inputs and supplies	SARd31b	0	1	2	3	4	-9	-7				
Access to production technology	SARd31c	0	1	2	3	4	-9	-7				
Current currency exchange rates	SARd31d	0	1	2	3	4	-9	-7				
Price increases in fuel, electricity, and raw materials	SARd31e	0	1	2	3	4	-9	-7				
Availability of storage facilities, including cold storage facilities and warehouses	SARd31f	0	1	2	3	4	-9	-7				

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **2012/2013**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 14**

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION E.6*  
*GO TO QUESTION E.6*

**e1**

**E.2** In fiscal year **2012/2013**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

**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 15**

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

**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 **significantly improved products** or services?  
**SHOW CARD 16**

**INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.**

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>h1</b>

*GO TO QUESTION H.3*  
*GO TO QUESTION H.3*

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>h2</b>

**H.3** During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services?  
**SHOW CARD 17**

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>h3</b>

**H.4a** During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services?  
**SHOW CARD 18**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4a**

**H.4b** During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing?  
**SHOW CARD 19**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4b**

**H.5** During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices?  
**SHOW CARD 20**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

**H.6** During the last three years, has this establishment introduced **new** or **significantly improved** marketing methods?  
**SHOW CARD 21**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?  
**SHOW CARD 22**

SERIAL NUMBER

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

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**F. CAPACITY**

---

<b>F.1</b>	In fiscal year <b>2012/2013</b> , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
------------	---

	<b>Percent</b>
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>F.2</b>	In fiscal year <b>2012/2013</b> , how many hours per week did this establishment normally operate? <b>(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)</b>
------------	--

	<b>Hours</b>
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G. LAND AND PERMITS**

**G.1** Of the land occupied by this establishment, what percent is: **SHOW CARD 23**

	Percent	DON'T KNOW (SPONTANEOUS)	FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	<b>g1a</b> %	-9	-7
Rented or leased by this establishment	<b>g1b</b> %	-9	-7
Other	<b>g1c</b> %	-9	-7
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW OR ESTABLISHMENT IS A FLOOR IN A BUILDING**

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

Yes	1	
No	2	<i>GO TO QUESTION G.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION G.30</i>
		<b>g2</b>

**G.3** In reference to that application for a construction-related permit, 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	<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 (SPONTANEOUS)</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	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	
		<b>g4</b>

**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 24](#)

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

**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

**I.1** In fiscal year **2012/2013**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<b>GO TO QUESTION I.3</b> <b>GO TO QUESTION I.3</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

i1

**I.2** In fiscal year **2012/2013**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	INR
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.3** In fiscal year **2012/2013**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	<b>GO TO QUESTION I.30</b> <b>GO TO QUESTION I.30</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

i3

**I.4** In fiscal year **2012/2013**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	INR
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.30** Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment?  
[SHOW CARD 24](#)

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7				

**K. FINANCE**

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

**K.1** In fiscal year **2012/2013**, what percentage, as a proportion of the value of total annual purchases of material inputs or services were purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	<b>k1c</b> %	-9

**K.2** In fiscal year **2012/2013**, what percentage of this establishment's total annual sales of its goods or services were sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	<b>k2c</b> %	-9

**K.3** Over fiscal year **2012/2013**, please estimate the proportion of this establishment's working capital, that is its day-to-day operations, that was financed from each of the following sources?  
**SHOW CARD 25**

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

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

**K.4** In fiscal year **2012/2013**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

**k4**

**N.5** In fiscal year **2012/2013**, how much did this establishment spend on purchases of:

	INR	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year **2012/2013**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 26**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

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

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k6**

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k7**

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**GO TO QUESTION K.15d**  
**GO TO QUESTION K.15d**

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 27**

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

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

		INR
Size of most recent loan or line of credit approved		<b>k11</b>
<b>REFUSE (SPONTANEOUS)</b>		<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>		<b>-9</b>

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

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

**k13**

**K.14** Referring only to this most recent loan or line of credit, what type of collateral was required?  
**INTERVIEWER: READ OUT**

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

	INR
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Number	
Total number of loans outstanding	<b>k15b</b>	<i><b>IF 1, GO TO QUESTION K.15d GO TO QUESTION K.15d</b></i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**K.15c** What is the total value of outstanding loans or lines of credit held by this establishment?

	INR
Total value of loans outstanding	<b>k15c</b>
<b>REFUSAL</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k15d**

**K.16** Referring again to the last fiscal year **2012/2013**, did this establishment apply for any loans or lines of credit?

Yes	1	<i><b>GO TO QUESTION K.20</b></i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i><b>GO TO QUESTION K.21</b></i>

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 28**

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

**k17**

**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1
Application was rejected	2
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k20a**

**K.21** In fiscal year **2012/2013**, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

**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 29**

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

**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.

<b>J.1</b>	I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. <b>SHOW CARD 30</b>
------------	---

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
“The court system is fair, impartial and uncorrupted.” <b>h7a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>	

<b>J.2</b>	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 production or 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 on dealing with regulations	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>J.3</b>	Over the last year, was this establishment visited 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 (SPONTANEOUS)</b>	<b>-9</b>	

**j3**

<b>J.4</b>	Over the last year, 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 (SPONTANEOUS)</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 (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*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>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</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 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?

	Percent
Percentage of total annual sales paid as informal payment	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	INR
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

Yes	1	
No	2	<i>GO TO QUESTION J.13</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.13</i>

**j10**

**J.11** Approximately how many days did it take to obtain this import license from the day of the application 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 (SPONTANEOUS)</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 (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</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	<i>GO TO QUESTION J.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.30</i>

**j13**

**J.14** Approximately how many days did it take to obtain this operating license from the day of the application 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 (SPONTANEOUS)</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 (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**J.30** Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?  
**SHOW CARD 31**

<b>ROTATE OPTIONS</b>							<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>	
Tax rates <span style="color: red;">j30a</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	
Tax administration <span style="color: red;">j30b</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	
Business licensing and permits <span style="color: red;">j30c</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	
Political instability <span style="color: red;">j30e</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	
Corruption <span style="color: red;">j30f</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	
Courts <span style="color: red;">h30</span>	0	1	2	3	4	<b>-9</b>	<b>-7</b>	

**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 **2012/2013**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers  
 (Permanent, full-time 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 a full shift)  
**(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Three fiscal years ago, at the end of fiscal year **2010/2011**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers  
**(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three fiscal years ago	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.3** At the end of fiscal year **2012/2013**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>13a</b>	<b>-9</b>
Non-production workers [e.g., managers, administration, sales]	<b>13b</b>	<b>-9</b>

**L.4** At the end of fiscal year **2012/2013**, how many permanent, full-time individuals working in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Skilled production workers	<b>14a</b>	<b>-9</b>
Unskilled production workers	<b>14b</b>	<b>-9</b>

**L.5** At the end of fiscal year **2012/2013**, how many permanent full-time individuals working in this establishment in the following categories were female?

	<b>Number</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Female permanent full-time production workers	<b>15a</b>	<b>-9</b>
Female permanent full-time non-production workers	<b>15b</b>	<b>-9</b>

**L.6** How many full-time temporary employees did this establishment employ throughout **2012/2013**? (Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

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

*GO TO QUESTION L.9a*

*GO TO QUESTION L.9a*

**L.6a** How many full-time temporary employees employed throughout **2012/2013** were female?

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

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year **2012/2013**?

	<b>Months</b>
Average length full-time seasonal or temporary employment last fiscal year	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9a** What is the average number of years of education of a typical permanent full-time production worker employed in this establishment?

	<b>Number</b>
Average number of years of education of typical production worker	<b>19a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.9a2** What is the average number of years of education of a typical female permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical female production worker	<b>19a2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO FEMALE PRODUCTION WORKERS</b>	<b>-7</b>

**L.9b** What is the percentage of full-time permanent workers who completed secondary school?

	Percent
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INDL.9c** What is the percentage of full time permanent workers who have at least a bachelor's degree?

	Percent
Percentage of full time permanent workers who have at least a bachelor's degree	<b>IND19c</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.10** Over fiscal year **2012/2013**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION SARL.12**  
**GO TO QUESTION SARL.12**

**110**

**SARL.10a** What was the primary focus of the formal training programs?  
**SHOW CARD 32**

Managerial training	1
Sales and customer relations	2
Teamwork and leadership skills	3
Technical skills	4
Other training	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SAR110a**

**SARL.10b** Who was the primary provider of these training programs?  
**SHOW CARD 33**

Chamber of commerce or industry association	1
Private provider	2
Government agency	3
Our company- this was in-house training	4
Other organization	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SAR10b**

**L.11** Referring to the training programs run over fiscal year **2012/2013**, what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)	
Skilled Production full-time permanent employees trained	<b>SAR11a</b> %	0	-9	
Unskilled Production full-time permanent employees trained	<b>SAR11b</b> %	0	-9	
Non-production full-time permanent employees trained	<b>11b</b> %	0	-9	<b>GO TO QUESTION SARL.13</b>

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR FIRMS WITHOUT TRAINING PROGRAMS. OTHERWISE SKIP TO SARL.13**

**SARL.12** Please indicate the principle reason for the lack of training programs?  
**SHOW CARD 34**

Lack of external agencies that can provide training	1
Lack of relevant training programs related to this establishment's work	2
The quality of available training programs is low	3
High cost of training programs	4
No need for formal training programs	5
Unaware of training programs	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SAR12**

**SARL.13** In your experience of hiring **non-managerial employees**, are any of the following constraints to hiring women?

INTERVIEWER: READ EACH OPTION ALOUD	Yes	No	DON'T KNOW (SPONTANEOUS)
Challenges of working with women due to their family commitments <b>SAR113a</b>	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave <b>SAR113b</b>	1	2	-9
Hiring women could cause disruption in the working environment <b>SAR113c</b>	1	2	-9
Required benefits and other expenses such as providing separate workplace facilities for women make them more expensive employees <b>SAR113d</b>	1	2	-9

**INDL.14** If this establishment feels that some of its employees are redundant, is this establishment able to terminate or fire the redundant employees?

Yes	1	<b>GO TO QUESTION L.30</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**IND114**

**INDL.15** Please choose the principal reason this establishment is unable to terminate redundant employees  
**SHOW CARD 35**

Labor laws and regulations	1
Community pressure	2
A lot of time and/or money is required	3
Potential lawsuits	4
Potential actions and strikes by unions	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IND115**

**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment?  
[SHOW CARD 36](#)

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment?  
[SHOW CARD 36](#)

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations	<b>130a</b>	0	1	2	3	4	-9	-7				
Inadequately educated workforce	<b>130b</b>	0	1	2	3	4	-9	-7				

**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**M.1** By looking at card **SHOW CARD 37** can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 37**  
**INTERVIEWER: DO NOT READ OUT**

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

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

Rotation (option 1, 2 or 3)	<b>m1d</b>
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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. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

<b>N.2</b>	From this establishment’s Income Statement for fiscal year <b>2012/2013</b> , please provide the following information: <b>SHOW CARD 38</b>
------------	--

	INR	DON’T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
Other cost of production not included above	n2j	-9

<b>N.6</b>	From this establishment’s Balance Sheet for fiscal year <b>2012/2013</b> , what was the net book value, that is the value of assets after depreciation, of the following:
------------	---

	INR	DON’T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9
Land and buildings	n6b	-9

<b>N.7</b>	Hypothetically, if this establishment were to purchase the assets it <b>uses now</b> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?
------------	--

	INR	DON’T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

**Q. SENSITIVE QUESTIONS**

**READ THE FOLLOWING TEXT TO THE RESPONDENT**

Now, the formal interview is completed.  
 I would like to move on to a couple of experiments designed to better ask questions about sensitive topics. We know that some people may not feel comfortable openly talking about sensitive topics. We have designed a mechanism by which we can identify the frequency of these sensitive topics at an aggregate level without identifying individual responses.

**I. Envelope question**

**Q.1** I have here several sealed envelopes. I would like you to choose one envelope and open it. Inside you will find a piece of paper with two questions on it. One of the two questions is underlined. I would like you to answer "Yes" or "No" to ONLY the underlined question. Please do NOT tell me which question you are answering, but only your answer, "Yes" or "No". Please throw away the piece of paper after you have answered. This provides greater confidentiality and anonymity in your response since I do not know which of the two questions you have answered.

**ENUMERATOR: offer envelopes to the respondent and records "Yes" or "No" response. If the respondent begins to say anything other than "Yes" or "No", interrupt the respondent and remind them that only a "Yes/No" response is required for this question.**

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q1**

**ENUMERATOR: PLEASE ANSWER THE FOLLOWING CONTROL QUESTIONS:**

**Q.A** Did the respondent follow correctly the instructions for this question?

Yes	1
No	2

**qa**

**Q.B** If the respondent refused to participate in the experiment, please specify why.

He/she found it offensive	1
He/she found it to be a waste of time	2
He/she did not understand the experiment	3
Other reason: _____	4

**qb**

**A. Coin Toss Questions**

**READ THE FOLLOWING TEXT TO THE RESPONDENT**

I would now like to ask you a series of 10 questions about business ethics. Since some of these questions are personal in nature, I would like to ask them in a way that ensures even greater confidentiality and anonymity of your responses. Before you answer each question, please toss this coin and do NOT show me the outcome. If the coin comes up HEADS, please answer YES to the question regardless of whether this is an accurate response or not. If the coin comes up TAILS, please answer the question to the best of your knowledge. This ensures even greater confidentiality, since when you answer YES I do not know whether this is a true answer or the result of the coin toss.

**Q.2** | Have you ever paid less in personal taxes than you should have under the law?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q2**

**Q.3** | Have you ever paid less in business taxes than you should have under the law?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q3**

**Q.4** | Have you ever made a misstatement on a job application?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q4**

**Q.5** | Have you ever used the office telephone for personal businesses?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q5**

**Q.6** | Have you ever inappropriately promoted an employee for personal rather than professional reasons?

Yes	1
-----	---

No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q6**

**Q.7** Have you ever deliberately not given your suppliers or clients what was due to them?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q7**

**Q.8** Have you ever lied in your self-interest?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q8**

**Q.9** Have you ever inappropriately hired a staff member for personal rather than professional reasons?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q9**

**Q.10** Have you ever been purposely late for work?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q10**

**Q.11** Have you ever unfairly dismissed an employee for personal rather than professional reasons?

Yes	1
No	2
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**q11**

**ENUMERATOR: PLEASE ANSWER THE FOLLOWING CONTROL QUESTIONS:**

**Q.C** Did the respondent follow correctly the instructions for this experiment?

Yes	1	
No	2	

**qc**

**Q.D** If the respondent refused to participate in the experiment, please specify why.

He/she found it offensive	1	
He/she found it to be a waste of time	2	
He/she did not understand the experiment	3	
Other reason: _____	4	

**qd**

**A.15a Please complete the following information about the interviewee(s)**

	Position in the firm	Years with the firm	Gender
<b>Main respondent</b>	<b>a15a1ax</b>	<b>a15a2a</b>	<b>a15a3</b>
<b>Second respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15b3</b>
<b>Third respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>a15c3</b>

**ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE**

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

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

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

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

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

Truthful	1	
Somewhat truthful	2	
Not truthful	3	

**a16**

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

SERIAL NUMBER

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

**a17**

**INTERVIEWER COMMENTS:**

<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	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**

<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
-------------	--

<b>Hour</b>	<b>Minutes</b>
<input type="text"/>	<input type="text"/>

**a19h**      **a19m**