

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY

India Services Module (2022)

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

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 *[Insert Country]*. 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 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]

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

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

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

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

B.3a Is the largest owner also the top manager?

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

b3a

QUESTIONNAIRE NUMBER **id**

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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	GO TO B.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.5

b4

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

QUESTIONNAIRE NUMBER **id**

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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

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	[Insert LCUs]	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 IND.1 GO TO IND.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

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

c14

IND.1	Over fiscal year [Insert last complete fiscal year] , did this establishment experience insufficient internet connection for business purposes?
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Yes	1
No	2
The establishment does not use internet for business purposes	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b
GO TO C.22b
GO TO C.22b

IND1

IND.2	In a typical month, how many incidents of insufficient internet connection did this establishment experience?
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	Number
Number of incidents of insufficient internet connection in a typical month	IND2
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b

IND.3	How long did these incidents of insufficient internet connection last on average?
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	Hours
Average duration of insufficient internet connection	IND3
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?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

QUESTIONNAIRE NUMBER **id**

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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
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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	

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 or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A 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	

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?

	[Insert LCUs]
"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

IND.4 In fiscal year **[Insert last complete fiscal year]**, what percentage of total sales were from internet transactions (web-based platforms, social media platforms, establishment's website, smartphone app)?

	Percent
Percentage of sales from internet transactions	IND4
None	0
DON'T KNOW (SPONTANEOUS)	-9

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

	[Insert LCUs]
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

QUESTIONNAIRE NUMBER **id**

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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
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100% GO TO D.10

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

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.10 In fiscal year **[Insert last complete fiscal year]**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of each of the following:
INTERVIEWER: READ EACH CATEGORY

	Percent	NO LOSSES	DON'T KNOW (SPONTANEOUS)	NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)
Theft?	d10 %	0	-9	-7
Breakage or spoilage?	d11 %	0	-9	-7

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
Of foreign origin	d12b %	-9
	100%	

IF 0 GO TO D.30

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

QUESTIONNAIRE NUMBER **id**

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

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

GO TO ASCD.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
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO ASCD.9

D.15a In claiming these goods from customs was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8
DOES NOT APPLY (SPONTANEOUS)	-7

d15a

ASCD.9	When making agreements with suppliers , please indicate to what degree each of the following is effective in resolving or preventing problems. [READ OUT OPTIONS] SHOW CARD 6
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	Not at all	Slightly	Moderately	Very much	Extremely	DON'T KNOW (SPONTANEOUS)
Personal relationship and trust ASCD9a	1	2	3	4	5	-9
Mutual interest in maintaining business relationship, without involving others ASCD9b	1	2	3	4	5	-9
Paid, private dispute resolution ASCD9d	1	2	3	4	5	-9
Assistance of government officials ASCD9e	1	2	3	4	5	-9
Intervention of other third-parties (excluding paid, private dispute resolution and government officials) ASCD9c	1	2	3	4	5	-9
Legal system ASCD9f	1	2	3	4	5	-9

IND.5	In fiscal year [Insert last complete fiscal year] , did this establishment have contractual disputes with suppliers or customers?
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Yes	1	GO TO D.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

IND5

IND.6	In fiscal year [Insert last complete fiscal year] , how many contractual disputes with suppliers or customers did this establishment have? INTERVIEWER: READ OUT
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1-3 disputes	1	GO TO D.30
4-6 disputes	2	
More than 6 disputes	3	
DON'T KNOW (SPONTANEOUS)	-9	

IND6

IND.7 Referring to these disputes, what was the **primary** dispute resolution mechanism that this establishment used?
INTERVIEWER: READ OUT

Court (litigation)	1
Mediation	2
Arbitration	3
Informal negotiations	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

IND7

IND.8 Referring to these disputes, was the primary dispute resolution process done in person or online?
INTERVIEWER: READ OUT

In person	1
Online	2
Combination of both	3
DON'T KNOW (SPONTANEOUS)	-9

IND8

IND.9 Over fiscal year **[Insert last complete fiscal year]**, please estimate the **[Insert LCU]** amount of this establishment's typical contractual dispute with suppliers or customers:

	[Insert LCUs]
Size of typical dispute	IND9
DON'T KNOW (SPONTANEOUS)	-9

IND.10 Referring to this establishment's contractual disputes with suppliers or customers in fiscal year **[Insert last complete fiscal year]**, how long does it typically take for this establishment to resolve a contractual dispute?
INTERVIEWER: READ OUT

Less than one month	1
1 to 3 months	2
3 to 6 months	3
6 months to 1 year	4
More than 1 year	5
DON'T KNOW (SPONTANEOUS)	-9

IND10

IND.11 Over fiscal year **[Insert last complete fiscal year]**, please estimate the average **[Insert LCU]** amount of this establishment’s cost of resolving contractual disputes with suppliers or customers, including time, honorariums of those involved, loses on the value of the dispute and/or interest lost:

	[Insert LCUs]
Average cost of resolving dispute	IND11
DON'T KNOW (SPONTANEOUS)	-9

IND.12 Referring to this establishment’s contractual disputes with suppliers or customers in fiscal year **[Insert last complete fiscal year]**, how does the opposing party typically compare to the size of this establishment?
INTERVIEWER: READ OUT

Opposing party is smaller	1
Opposing party is similar in size	2
Opposing party is larger	3
Too difficult to ascertain	4
DON'T KNOW (SPONTANEOUS)	-9

IND12

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 7

						(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 8

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

RANDOMIZATION 1: CONTROL GROUP

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

0									
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RANDOMIZATION 1: TREATMENT GROUP

MPR.3 Over the last complete fiscal year [**insert last complete fiscal year**], how many production or service provision performance indicators were monitored at this establishment?
INTERVIEWER: READ OUT

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
No indicators	4
DON'T KNOW (SPONTANEOUS)	-9

MPr3

RANDOMIZATION 2: CONTROL GROUP

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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO R.8
GO TO R.8

r4

R.5 What best describes the time frame of those **service provision targets**?
SHOW CARD 10

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

RANDOMIZATION 2: TREATMENT GROUP

MPR.5 Over fiscal year [**Insert last complete fiscal year**], what best describes the time frame of **service provision targets**?
SHOW CARD 11

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
No service provision targets	4
DON'T KNOW (SPONTANEOUS)	-9

GO TO R.8
GO TO R.8

MPr5

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R.6 How easy or difficult was it for this establishment to achieve those **service provision** targets overall?
SHOW CARD 12

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 13

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

RANDOMIZATION 3: CONTROL GROUP

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

Yes	1	GO TO R.10
No	2	
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

0									
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RANDOMIZATION 3: TREATMENT GROUP

MPR.9	What were those managers' performance bonuses mostly based on? INTERVIEWER: READ OUT
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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
No performance bonuses	5
DON'T KNOW (SPONTANEOUS)	-9

MPr9

R.10	Over fiscal year [Insert last complete fiscal year] , what was the primary way non-managers were promoted at this establishment? SHOW CARD 14
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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 15
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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

E. DEGREE OF COMPETITION

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

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

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 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
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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
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QUESTIONNAIRE NUMBER **id**

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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	<i>GO TO H.8</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO H.8</i>
		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	<i>GO TO G.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G.6</i>
		h8

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

	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

F. CAPACITY

COVB.1a Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

Yes	1	
No	2	<i>GO TO IND.13</i>
ESTABLISHMENT WAS NOT IN BUSINESS	-7	<i>GO TO IND.13</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO IND.13</i>
		COVb1a

COVB.1b For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?

Weeks the establishment was closed	COVb1b
DON'T KNOW (SPONTANEOUS)	-9

ASK ONLY IF a6c IS 20 OR MORE

IND.13 Does this establishment use formal element of lean manufacturing or lean operations (5S, Kaizen, Visual Management, Value Stream Mapping, SOPs etc.,)?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		IND13

G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9

G.1 Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7

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

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

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	g4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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

QUESTIONNAIRE NUMBER **id**

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	GO TO G30
		g5a

SPECIFY UNITS

Square Feet	1	
Square Yards	2	
Square Meters	3	
OTHER (SPECIFY) <u>g5bx</u>	4	g5b

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

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **[Insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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

i1

I.2 What percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	<p>As a percentage of sales</p>	OR	<p>[Insert LCUs]</p>	<p>DON'T KNOW (SPONTA NEOUS)</p>
Annual cost of security	i2a %		i2b	-9

I.3 In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

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

i3

QUESTIONNAIRE NUMBER **id**

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I.4 Please estimate those losses, either as a percentage of total annual sales or as total annual losses?

	As a percentage of sales	OR	[Insert LCUs]	DON'T KNOW (SPONT ANEOUS)
Annual losses	i4a %		i4b	-9

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 17

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

GREEN ECONOMY

BMGC.1	Over the last three years, did this establishment monitor its energy consumption?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

BMGc1

BMGC.23	Over the last three years, did this establishment adopt any of the following measures? INTERVIEWER: READ OUT OPTIONS SHOW CARD 18
---------	---

	Yes	No	(SPONTANEOUS)		
			DOES NOT APPLY	DON'T KNOW	
Heating and cooling improvements	1	2	-7	-9	BMGc23a
Machinery and equipment upgrades	1	2	-7	-9	BMGc23c
Energy management	1	2	-7	-9	BMGc23d
Waste minimization, recycling and waste management	1	2	-7	-9	BMGc23e
Air pollution control measures	1	2	-7	-9	BMGc23f
Water management	1	2	-7	-9	BMGc23g
Upgrades of vehicles	1	2	-7	-9	BMGc23h
Improvements to lighting systems	1	2	-7	-9	BMGc23i
Other pollution control measures	1	2	-7	-9	BMGc23j

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 19

	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 IND.14
DON'T KNOW (SPONTANEOUS)	-9	GO TO IND.14
		k4

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

	[Insert LCUs]	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

K.5 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion or **[Insert LCU]** amount of this establishment's total purchases of fixed assets that were financed from the following sources:
SHOW CARD 20

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONTA NEOUS)
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

IND.14 In fiscal year **[Insert last complete fiscal year]**, did this establishment sell its goods or services on credit?

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

IND14

IND.15 In fiscal year **[Insert last complete fiscal year]**, how long did it take, on average, for the good or service sold on credit to be fully repaid?
INTERVIEWER: READ OUT

Less than 45 days	1	IND15
45 to 90 days	2	
91 to 180 days	3	
More than 180 days	4	
DON'T KNOW (SPONTANEOUS)	-9	

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IND.16 In fiscal year **[Insert last complete fiscal year]**, did this establishment face delayed payment from customers?

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

IND16

IND.17 Did the delayed payments generate liquidity, financing or any other problems for the establishment?

Yes	1	IND17
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

IND.18 In fiscal year **[Insert last complete fiscal year]**, which type of customers fell in delayed payments **most** frequently?
INTERVIEWER: READ OUT

Government agencies/PSUs	1	IND18
Private enterprises	2	
Individuals	3	
Other	4	
DON'T KNOW (SPONTANEOUS)	-9	

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	k6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

K.7 Does this establishment have an overdraft facility?

Yes	1	k7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

QUESTIONNAIRE NUMBER **id**

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K.8 Does this establishment have a line of credit or a loan from a financial institution?

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

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 21

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?

	[Insert LCUs]
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	<i>GO TO K.15b</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15b</i>

k13

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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?

	[Insert LCUs]
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?

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

COVK.15 What was the total outstanding balance of all open lines of credit and loans held by this establishment on January 1st 2020?

	[Insert LCUs]
Total outstanding balance of all open lines of credit and loans on January 1 st 2020	COVk15
ESTABLISHMENT WAS NOT IN BUSINESS	-7
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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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

K.16 Referring again to fiscal year **[Insert last complete fiscal year]**, did this establishment apply for any lines of credit or loans?

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

GO TO ASC.K18

GO TO K.21

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 22

No need for a loan - establishment had enough capital	1
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
DON'T KNOW (SPONTANEOUS)	-9

GO TO K.21

k17

ASC.K17 Did this establishment consider completing application steps for a loan or line of credit online or through an app?

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

GO TO QUESTION ASC.K19

GO TO QUESTION ASC.K22

GO TO QUESTION ASC.K22

ASCk17

ASC.K18 Referring only to this most recent application for a line of credit or loan, was the application completed partially or entirely online or through an app?

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

GO TO QUESTION K.20

GO TO QUESTION K.20

ASCk18

ASCK.19	What was the main reason for not completing the application online or through an app? SHOW CARD 23
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Option to complete application online or through an app was not available	1
The process was too complex	2
Lack of a reliable or secure internet connection	3
Uncertainty about the legal status of this financing mechanism	4
Reluctance to share the required business or personal data online	5
Other	7
DON'T KNOW (SPONTANEOUS)	-9

ASCK19

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
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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

IND.19	Is this establishment registered on any (TReDS) Trade Receivables Discounting System platform (M1xchange, RXIL, Invoicemart)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO IND.23

GO TO IND.23

IND19

0									
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IND.20 In fiscal year **[Insert last complete fiscal year]**, how many invoices has this establishment uploaded?
INTERVIEWER: READ OUT

0 no invoices	1	GO TO IND.23
Between 1 and 5	2	
More than 5	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO IND.23

IND20

IND.21 Referring to these uploaded invoices, has this establishment received funding from the invoices uploaded on any TReDS platform?

Yes	1	GO TO IND.23
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO IND.23

IND21

IND.22 Referring to these uploaded invoices, on average how long does it take to receive funding from the date of uploading invoice to TReDS?
INTERVIEWER: READ OUT

Less than 15 days	1
Between 15 and 30 days	2
Between 30 and 45 days	3
More than 45 days	4
DON'T KNOW (SPONTANEOUS)	-9

IND22

IND.23 In fiscal year **[Insert last complete fiscal year]**, has this establishment sold invoices to banks, non-bank financial companies, or other formal financial institutions outside of the TReDS platform?

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

IND23

QUESTIONNAIRE NUMBER **id**

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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 24
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						(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 statement:
SHOW CARD 25

INTERVIEWER: READ OUT

	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
“Regular payment of taxes by businesses like mine helps society.” IND24	1	2	3	4	-9	
“Most firms pay taxes among firms operating in my market,” IND25	1	2	3	4	-9	
“Not paying taxes is frowned upon among firms operating in my market,” IND26	1	2	3	4	-9	

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	
No	2	GO TO J.6a
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.6a

j3

J.4 How many times over the last year?

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

0									
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J.5 In any of these inspections or meetings was a gift or informal payment expected or requested?

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

j5

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

GO TO J.7
GO TO 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	j6 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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	[Insert LCUs]	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

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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 IND.27
GO TO IND.27
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

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IND.27 Over fiscal year **[Insert last complete fiscal year]**, has this establishment received any national, state or local government support?

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

IND27

IND.28 Which government scheme was the **main** source of benefits?
SHOW CARD 26

MUDRA	1
CGTMSE Credit Guarantee Schemes	2
Cluster Scheme	3
Restructuring of Loans by Banks	4
Production Linked Incentive Scheme	5
Lean or Zero Defect Zero Effect	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

IND28

IND.29 Referring to the benefits received from government schemes over fiscal year **[Insert last complete fiscal year]**, were the benefits useful to grow this establishment's activities?

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

IND29

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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 27

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							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

ASK IF j30b IS 1, 2, 3, OR 4

IND.30 What is the **main** reason why the tax administration is an obstacle to the current operations of this establishment?
SHOW CARD 28

Tax procedures are too complicated	1
Too many documents or too frequent filing	2
Too difficult or long to receive refunds	3
Too many inspections or audits	4
The appeal process is too difficult	5
Tax officials are corrupt	6
Other reason	7
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

IND30

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IND.31 Which of the following policies would encourage this establishment the **most** to pay more in taxes?
SHOW CARD 29

Fewer number of taxes	1
Higher thresholds for non-taxable income	2
Increased enforcement or monitoring by the government	3
Increased ease of paying taxes	4
Decreased costs of compliance	5
Better local services provided by the government	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

IND31

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

COVL.2 Looking back, at the end of fiscal year **[Insert last complete fiscal year minus one]**, 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]	COVID
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus one]	-7
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

IND.32 Coming back to fiscal year **[Insert last complete fiscal year]**, at the end of the fiscal year, how many permanent, full-time individuals in this establishment were:
INTERVIEWER: READ EACH CATEGORY

	Number	DON'T KNOW (SPONTANEOUS)
Top managers	IND32a	-9
Middle managers	IND32b	-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 30

	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

QUESTIONNAIRE NUMBER **id**

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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
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 I30a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

110

IND.33 Referring to those training programs, what percent of total sales spent on training? If easier please provide the total amount (provide one or the other but not both).
INTERVIEWER: READ EACH CATEGORY

	Percent	OR	Amount in INR	IF NO WORKERS IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Full-time permanent workers	IND33a %		IND33a1	0	-9
Full-time permanent managers	IND33b %		IND33b1	0	-9

QUESTIONNAIRE NUMBER **id**

0

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

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 31

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

SARL.31 Does this establishment provide for **all employees** with children up to the age of 6 years either childcare facilities that are located in or within close proximity of the premises, or a cash grant or stipend for childcare?

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

SARL31

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 32
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INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Of this: total annual cost of managers including wages, salaries, bonuses, social security payments	IND35	-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.

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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**

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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

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