

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK MICRO-ENTERPRISE SURVEY

Madagascar Manufacturing Micro Module (2021)

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

QUESTIONNAIRE NUMBER **id**

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

Screeener Information	
Screeener sector	a4b
Module	a0
Screeener region	a3a
Name of City/town/village	a3x
Screeener size	a6c
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

A.12 Interviewer code a12 A.1A Language a1a

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A.3x Name of City/town/village

a3x

**INTERVIEWER
UPDATE IF
INCORRECT**

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Madagascar**. 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	
No	2	
		ic1

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A. CONTROL INFORMATION

M_R.1	Does this establishment keep written business records of its costs and sales?
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Yes	1	
No	2	<i>SKIP TO B.1</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>SKIP TO B.1</i>

mr1

A.20	On which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d

Reference period	IF r4=1, REFERENCE PERIOD IS THE FISCAL YEAR IN A20; IF R4=2 OR -9, REFERENCE PERIOD IS THE LAST TWELVE MONTHS.
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B. GENERAL INFORMATION

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

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

GO TO B.3a

b1

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

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

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

GO TO M_B.1

GO TO M_B.1

b4

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

B.4a | What percentage is owned by females?

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

M_B.1 | Is this establishment part of a firm that has multiple locations?

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

mb1

READ ONLY IF M_B.1 = 1 (YES)

I want to proceed by asking you about this establishment only.

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.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

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M_B.3 Did the main owner start this business or activity?

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

mb3

M_B.4 How did the main owner acquire ownership of this business or activity?
INTERVIEWER: READ OUT

Purchased an existing business	1	<i>GO TO M_B.6</i>
Joined an existing family business	2	<i>GO TO M_B.6</i>
Joined an existing non-family business	3	<i>GO TO M_B.6</i>
OTHER (SPONTANEOUS)	4	<i>GO TO M_B.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO M_B.6</i>

mb4

M_B.5 What was the main reasons for **starting** business?
SHOW CARD 2

The opportunity to start and develop a profitable business	1
To have a secondary source of income	2
Convenience of location and/or hours	3
Unable to find another source of income	4
Other reasons (specify mb5x)	5
NOT APPLICABLE (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

mb5

M_B.6 What was the main source of funding used to start/acquire this business or activity:
SHOW CARD 3

Own funds	1
Moneylenders	2
Microfinance institutions	3
Banks	4
Friends or relatives	5
Other sources	6
NOT APPLICABLE (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

mb6

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M_B.7 What was the main owner’s occupation prior to this business or activity?
SHOW CARD 4

Employed in the same type of business or activity	1
Employed in a different type of business or activity	2
Self-employed in a different type of business or activity	3
Self-employed in the same type of business or activity	4
Unemployed	5
Other (e.g., housewife, student, etc.)	6
DON'T KNOW (SPONTANEOUS)	-9

mb7

M_B.8 For how many years has the main owner lived in this city?

	Number of Years
Number of years	mb8
ENTIRE LIFE	-5
DON'T KNOW (SPONTANEOUS)	-9

M_B.12 What is main owner’s highest level of completed education?
INTERVIEWER - READ OUT
TO BE TAILORED FOR EACH COUNTRY FOLLOWING THE LOCAL EDUCATIONAL SYSTEM

No school	1
Incomplete primary	2
Complete primary	3
Incomplete secondary (grades before university)	4
Complete secondary (grades before university)	5
Complete vocational training (post-secondary, pre-tertiary)	6
Incomplete tertiary	7
Complete tertiary	8
DON'T KNOW (SPONTANEOUS)	-9

mb12

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M_B.9 How many people live in main owner's household other than the main owner?

	Number
Number of household members	mb9
DON'T KNOW (SPONTANEOUS)	-9

M_B.10 Does the main owner currently have a job with a wage?
INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR

Yes	1	GO TO B.7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

mb10

M_B.11 If offered a full-time employment with a regular monthly wage that is comparable to the current monthly earning from this business or activity, would the main owner be willing to leave the current business or activity and take the full-time employment with a regular wage?

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

mb11

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

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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.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 **[Insert reference period]**, 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>

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

C.10 Over the course of **[Insert reference period]**, did this establishment own or share a generator?

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

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	
No	2	GO TO C.15
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.15

c12

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 (SPONTANENOUS)	-8

c14

C.15	Over [Insert reference period] , did this establishment experience insufficient water supply for production?
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Yes	1
No	2
The establishment does not use water for production	-7
DON'T KNOW (SPONTANEOUS)	-9

c15

M_C.44	Over the course of [Insert reference period] , did this establishment share the following resources?
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	Yes	No	DON'T KNOW (SPONTANEOUS)
Equipment/tools mc44b	1	2	-9
Machineries mc44c	1	2	-9

M_C.43	At the present time, for business purposes, does this establishment use:
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	Yes	No	DON'T KNOW (SPONTANEOUS)
Internet mc43a	1	2	-9
Social Media or website for business purposes mc43c	1	2	-9
Platforms to sell online mc43d	1	2	-9
Platforms to buy online mc43e	1	2	-9

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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 5
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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

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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 **[Insert reference period]**, what was this establishment’s main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING' NOT JUST SHOE MANUFACTURING".

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing	1	d1a1x
Retail trade	2	
Wholesale trade	3	
Construction	4	
Hotel or restaurant	5	
Provide services	6	

INTERVIEWER: IF DIA1A IS SERVICES SELECT (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

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

D.2 In **[Insert reference period]**, what were this establishment’s total annual sales for **all** products and services?

	LCU
Last reference period’s total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)	
	d2x

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N.3 Looking back to [Insert reference period minus two], what were total annual sales for this establishment?

	LCU
Total annual sales in [Insert reference period minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN REFERENCE PERIOD [Insert reference period minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

M_D.3 To your knowledge, does this business sell or provide services to other businesses?

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

md3

D.3 Coming back to [Insert reference period], did this establishment export, directly or indirectly (sold domestically to third party that exports products)?

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

d3

D.12 In fiscal year [Insert reference period], what percentage of this establishment's purchases of material inputs or supplies were:
SHOW CARD 6

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

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

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READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now, for the next few questions, we turn to sales for the last completed month.

M_D.4 In **[Insert last completed month]**, what were the **total** sales of this establishment?

	LCU
Last month's total sales	md4
DON'T KNOW (SPONTANEOUS)	-9

M_D.6 In a **regular** month last year, what were total sales of this establishment?

	LCU
Regular month's total sales	md6
DON'T KNOW (SPONTANEOUS)	-9

M_D.7 In the month with the **lowest** sales for this establishment last year, how much were its total sales?

	LCU
Slowest month's total sales	md7
DON'T KNOW (SPONTANEOUS)	-9

M_D.8 In the month with the **highest** sales for this establishment last year, how much were its total sales?

	LCU
The highest total sales in a month	md8
DON'T KNOW (SPONTANEOUS)	-9

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IR. BUSINESS PRACTICES

IR.1 In the last three months, has this establishment done any of the following:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
Visited one of its competitor businesses to see what products they have available for sale ir1a	1	2	-9
Asked existing customers whether there are any other products this establishment should sell or produce ir1b	1	2	-9
Talked with former customers to find out why they have stopped buying from this establishment ir1c	1	2	-9
Used any special offer to attract customers ir1d	1	2	-9
Asked suppliers which products are selling well ir1e	1	2	-9

IR.2 In the last three months, has this establishment attempted to negotiate with a supplier for a lower price?

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

ir2

IR.3 How frequently does this establishment run out of stock of inventories or raw materials?
INTERVIEWER: READ OUT

Never, it always has enough on hand	1
Rarely	2
Frequently, at least once every three months	3
DON'T KNOW (SPONTANEOUS)	-9

ir3

IR.6 Does this establishment have a written budget for monthly costs, such as rent, electricity, maintenance, transport and other costs?

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

ir6

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IR.7 Does this establishment have a target for sales over the next year?

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

ir7

IR.8 How frequently does this establishment compare actual sales with target sales?
INTERVIEWER: READ OUT

Never or do not compare	1
Once a year or less frequent	2
Two or three times a year	3
Monthly or more often	4
DON'T KNOW (SPONTANEOUS)	-9

ir8

IR.9 Has this establishment made a budget of the costs it is likely to face next year?

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

ir9

IR.10 Does this establishment prepare a profit and loss statement at least once a year?

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

ir10

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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 7

	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

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F. CAPACITY

M_F.2	In [Insert reference period] , how many hours per week did this establishment normally operate?
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	Hours
Typical hours of operation in a week	mf2
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS

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G. LAND AND PERMITS

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

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

g2

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

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

g4

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

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

Area		<i>GO TO G.30</i>
DON'T KNOW (SPONTANEOUS)	-9	

g5a

SPECIFY UNITS

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

g5b

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G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment?
[SHOW CARD 7](#)

						(SPONTANEOUS)		
		No obstacl e	Minor obstacl e	Moderat e obstacle	Major obstacl e	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 **[Insert reference period]**, 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>LCU</p>	<p>DON'T KNOW (SPONTA NEOUS)</p>
Annual cost of security	i2a %		i2b	-9

I.3 In **[Insert reference period]**, 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

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

	<p>As a percentage of sales</p>	OR	<p>LCU</p>	<p>DON'T KNOW (SPONTAN EOUS)</p>
Annual losses	i4a %		i4b	-9

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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 7](#)

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						0	1
						2	3
						4	-9
						-7	
Crime, theft and disorder	i30						

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.

I_K.4 In **[Insert reference period]**, did this establishment finance its day-to-day operations by using:
INTERVIEWER: READ ONE BY ONE

	Yes	No	DON'T KNOW (SPONTANEOUS)
Moneylenders ik4b	1	2	-9
Microfinance institutions ik4c	1	2	-9
Banks ik4d	1	2	-9
Friends or relatives ik4e	1	2	-9

I_K.3b In **[Insert reference period]**, did this establishment buy inputs, goods or supplies on credit?

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

ik3b

I_K.3c In **[Insert reference period]**, did this establishment receive advances from customers?

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

ik3c

I_K.5 In **[Insert reference period]**, did this establishment sell goods or services on credit?

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

ik5

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M_K.5a In **[Insert reference period]**, did this establishment buy any new or used machinery or equipment, vehicles or other means of transport for this establishment?

Yes	1	
No	2	<i>GO TO QUESTION M_K.40</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION M_K.40</i>

mk5a

M_K.7 How much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	LCU	DOES NOT APPLY	DON'T KNOW
Machinery and equipment, new or used	mk7a	-7	-9
Vehicles and other means of transport, new or used	mk7b	-7	-9

I_K.8 Has this establishment financed these purchases by using:
INTERVIEWER: READ ONE BY ONE

	Yes	No	DON'T KNOW (SPONTANEOUS)
Moneylenders ik8b	1	2	-9
Microfinance institutions ik8c	1	2	-9
Banks ik8d	1	2	-9
Friends or relatives ik8e	1	2	-9

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

M_K.40 At this time, does this establishment have a checking (current) or savings account?

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

mk40

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I_K.11 Does the main owner use a separate bank account for the household?

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

ik11

I_K.11a In its current operations, does the establishment use **[mobile money]**?
“MOBILE MONEY” TO BE TAILORED TO HOW IT IS COMMONLY KNOWN IN EACH COUNTRY

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

GO TO K.8
GO TO K.8
ik11a

I_K.11 Does this business or activity use **[mobile money]** to do the following:
INTERVIEWER: READ OUT

		Yes	No	DON'T KNOW (SPONTANEOUS)
Pay suppliers	ik11b	1	2	-9
Save	ik11c	1	2	-9
Pay utility bills	ik11d	1	2	-9
Receive payments from customers	ik11e	1	2	-9
Pay loans	ik11f	1	2	-9
Pay its workers, including family members	ik11g	1	2	-9

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

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

GO TO K.15d
GO TO K.15d
k8

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K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 8

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.13 Did this financing require collateral?

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

GO TO K.15d
GO TO K.15d

k13

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.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

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K.16 Referring again to **[Insert reference period]**, did this establishment apply for any lines of credit or loans?

Yes	1	<i>GO TO K.20</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO H.7a</i>

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 9

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

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

k20a1

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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.

H.7a Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
SHOW CARD 10

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

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
 (By senior management I mean managers, directors, and officers above direct supervisors of production or 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.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.10

j3

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

j5

J.10	Over the last two years, did this establishment apply to obtain an import license?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.13
GO TO J.13

j10

J.12	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

j12

J.13	Over the last two years, did this establishment apply to obtain an operating license?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

j13

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

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

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

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

j15

J.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 11

	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
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7

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

M_J.31 It is said that establishments in **Madagascar** sometimes report only part of their labor cost for the purposes of payroll taxes. On average, what percentage of the labor cost do establishments like this one report?

QUESTIONNAIRE NUMBER **id**

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	Percent
Percentage of labor cost reported	mj31%
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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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 **[Insert reference period]**, 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 reference period	11
DON'T KNOW (SPONTANEOUS)	-9

L.2 Looking back, at the end of **[Insert reference period 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 reference period minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert reference period minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 At the end of **[Insert reference period]**, how many permanent, full-time individuals that worked in this establishment were **female**?

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

QUESTIONNAIRE NUMBER **id**

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L.6 How many full-time seasonal or temporary workers did this establishment have during **[Insert reference period]**?
 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	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO M_L.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO M_L.1

L.6a How many of them were female?

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

L.8 What was the average length of employment of these full-time seasonal or temporary workers?

	Months
Average length full-time seasonal or temporary employment, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, for the next few questions, we turn to employment for the last completed month

M_L.1 In **[Insert last completed month]**, how many people worked in this business, including paid and unpaid workers?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	m11	-9

(INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE)

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M_L.3 In a **regular month** last year, how many people worked in this establishment, including paid and unpaid workers?
INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	m13	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

M_L.4 In the **month with the highest number of people working** over the last year, how many people worked in this business, including paid and unpaid workers? **INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.**

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	m14	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

M_L.5 In the **month with the lowest number of people working** over the last year, how many people worked in this business, including paid and unpaid workers? **INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.**

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	m15	-9

INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE

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 11

(SPONTANEOUS)

QUESTIONNAIRE NUMBER **id**

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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations 130a	0	1	2	3	4	-9	-7

M_L.40	What percentage of its labor cost does this establishment report for the purposes of payroll taxes?
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	Percent
Percentage of labor costs reported	m140 %
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

M. BUSINESS ENVIRONMENT

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 someone else?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INLCUDING 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 [Insert reference period] , please provide the following information: INTERVIEWER: ONLY ASK IF M_R1=1 SHOW CARD 12
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INTERVIEWER: READ OUT	LCU	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

M_N.2	In [Insert last completed month] , what was the: INTERVIEWER: ONLY ASK IF M_R.1=2, OR M_R.1=-9 SHOW CARD 13
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INTERVIEWER: READ OUT	LCU	DON'T KNOW (SPONTANEOUS)
Total cost of labor including wages, salaries, bonuses, social security payments	mn2a	-9
Total cost of raw materials and intermediate goods used in production	mn2e	-9

M_N.7	Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it uses now , 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?
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	LCU	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	mn7	-9

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M_N.8 In **[insert last completed month]**, what were the **total** cost of finished goods and materials purchased to resell by this establishment?

	LCU
Total cost of finished goods and materials purchased to resell in the last completed month	mn8
DON'T KNOW (SPONTANEOUS)	-9

M_N.9 At market prices, what is the value of this establishment's current inventories held as finished goods?

	LCU
Market value of inventories	mn9
DON'T KNOW (SPONTANEOUS)	-9

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

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

ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS)
 ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE.
 FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL

**INTERVIEWER: THE SURVEY ENDS HERE.
 PLEASE FILL OUT THE 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

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

GO TO A17x

a18

QUESTIONNAIRE NUMBER **id**

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A.19	IF OPTION 2 OR 3 IN A.18, ESTIMATE DURATION OF THE WHOLE INTERVIEW
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Hour	Minutes

a19h **a19m**

INTERVIEWER COMMENTS:

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

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SUPERVISOR SECTION

A.13 Supervisor code

a13

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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. 3.1 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2